

TREASURY INSPECTOR GENERAL FOR TAX ADMINISTRATION



Review of the Internal Revenue Service's Purchase Card Violations Report

July 27, 2023

Report Number: 2023-10-052

HIGHLIGHTS: Review of the Internal Revenue Service's Purchase Card Violations Report

Final Report issued on July 27, 2023

Report Number 2023-10-052

Why TIGTA Did This Audit

This audit was initiated because the Government Charge Card Abuse Prevention Act of 2012 (Charge Card Act), signed into law on October 5, 2012, requires each agency with more than \$10 million in annual purchase card spending to submit semiannual reports of employee purchase card violations and the disposition of those violations, including any disciplinary actions taken.

These semiannual reports (Purchase Card Violations Reports) are prepared by the agency head, *e.g.*, the Department of the Treasury, and reviewed by the Inspectors General prior to the agency submitting the report to the Office of Management and Budget. The overall objective of this review was to assess whether the IRS complied with the Charge Card Act requirements for the period October 1, 2022, through March 31, 2023.




Impact on Tax Administration

Federal audits of agency charge card programs have found varying degrees of fraud, waste, and abuse. The Charge Card Act requires Executive Branch agencies to establish and maintain safeguards and internal controls for Government charge card programs. Additionally, inappropriate use of Government charge cards does not promote economic and efficient use of publicly funded resources.

What TIGTA Found

Our review of the IRS's purchase card program found that controls are generally effective, and the number of purchase card violations identified by the IRS Credit Card Services Office were minimal and generally for nominal amounts.

The IRS identified nine cases that involved 12 instances of confirmed purchase card violations for the period of October 1, 2022, through March 31, 2023. The nine confirmed purchase card cases collectively totaled just under \$58,000 and included four prohibited instances in which the cardholder did not have the proper authority to purchase the specific item, five instances of split purchases, and three purchases for personal use.

	Violation Type	Number	Dollar Value
	Prohibited Purchase	4	\$274
	Split Purchase	5	\$57,636
	Personal Use	3	\$50

In response to the violations, the IRS employees received disciplinary and nondisciplinary actions ranging from no action to written counseling.

The Credit Card Services Office also identified 10 purchase card transactions totaling approximately \$4,350 that did not comply with the IRS's internal administrative policies and procedures but were not reportable to the Office of Management and Budget.

What TIGTA Recommended

TIGTA made no recommendations as a result of the work performed during this review.



TREASURY INSPECTOR GENERAL
FOR TAX ADMINISTRATION

U.S. DEPARTMENT OF THE TREASURY
WASHINGTON, D.C. 20024

July 27, 2023

MEMORANDUM FOR: COMMISSIONER OF INTERNAL REVENUE

Heather Hill

FROM: Heather M. Hill
Deputy Inspector General for Audit

SUBJECT: Final Audit Report – Review of the Internal Revenue Service’s Purchase Card Violations Report (Audit #202310003)

This report presents the results of our review to assess whether the Internal Revenue Service (IRS) complied with the Government Charge Card Abuse Prevention Act of 2012 requirements for the period of October 1, 2022, through March 31, 2023.¹ This review is part of our Fiscal Year 2023 Annual Audit Plan and addresses the major management and performance challenge of *Protecting Taxpayer Data and IRS Resources*.

The Treasury Inspector General for Tax Administration made no recommendations as a result of the work performed during this review. However, key IRS officials reviewed this report prior to its issuance and agreed with the facts and conclusions presented.

If you have any questions, please contact me or Bryce Kisler, Assistant Inspector General for Audit (Management Services and Exempt Organizations).

¹ Pub. L. No. 112-194, 126 Stat. 1445 (codified as amended at 5 U.S.C. § 5701 note, 10 U.S.C. § 2784, and 41 § U.S.C. 1909).

Table of Contents

<u>Background</u>	Page 1
<u>Results of Review</u>	Page 3
<u>Implementation of and Compliance With the Government Charge Card Abuse Prevention Act of 2012</u>	Page 3
Appendices	
<u>Appendix I – Detailed Objective, Scope, and Methodology</u>	Page 7
<u>Appendix II – Internal Revenue Service’s Purchase Card Violations Report</u>	Page 9
<u>Appendix III – Glossary of Terms</u>	Page 10
<u>Appendix IV – Abbreviations</u>	Page 11

Background

Government purchase cards are a cost-effective and streamlined means for making payments, and the Federal Acquisition Regulation has designated the purchase card as the preferred method to purchase and pay for goods and services up to the micro-purchase limits.¹ On October 5, 2012, the President signed the Government Charge Card Abuse Prevention Act of 2012 (Charge Card Act) into law to reinforce the Administration's efforts to prevent fraud, waste, and abuse in Government charge card programs.²

The Office of Management and Budget (OMB) provides oversight and issued guidance in September 2013 to establish minimum requirements and best practices for Government charge card programs. These minimum requirements and best practices may be supplemented by individual agency policies and procedures. In August 2019, the OMB revised its guidance contained in Circular A-123, Appendix B, to consolidate the Government charge card program management requirements and guidance issued by various agencies.³ The updates to OMB guidance provided additional details and definitions for implementation in agencies' charge card programs.

Requirements of the Charge Card Act

The Charge Card Act established additional reporting and audit requirements for oversight of the Government charge card programs. For example, it required at a minimum:

- Agencies to compile reports of purchase card violations.
- The establishment and maintenance of safeguards and internal controls.
- Inspector General risk assessments and audits.

Each agency with more than \$10 million in annual purchase card spending is required to submit to the OMB semiannual reports (October 1 through March 31, and April 1 through September 30) of employee purchase or integrated card violations and the disposition of those violations, including any disciplinary actions taken. These semiannual reports (Purchase Card Violations Reports) are prepared by the agency head, reviewed by the Inspectors General, and then submitted to the OMB no more than 120 days after the end of the reporting periods.⁴

Agencies do not have to report on administrative or internal control process inconsistencies that do not result in confirmed fraud, loss to the Government, or misappropriation of funds or assets (whether or not recouped) in their semiannual violations reports. However, the Treasury

¹ See Appendix III for a glossary of terms. The micro-purchase threshold for supplies or services is \$10,000. As of March 17, 2020, the micro-purchase limit was increased to \$20,000 for supplies or services related to the Coronavirus Disease 2019 pandemic.

² Pub. L. No. 112-194, 126 Stat. 1445 (codified as amended at 5 U.S.C. § 5701 note, 10 U.S.C. § 2784, and 41 § U.S.C. 1909.

³ OMB, OMB Circular No. A-123, Appendix B (Revised), *A Risk Management Framework for Government Charge Card Programs* (Aug. 2019), provides guidance that establishes minimum requirements for Government purchase card programs and suggests best practices.

⁴ As a bureau of the Department of the Treasury, the Internal Revenue Service is required to abide by the Charge Card Act and report charge card violations.

Inspector General for Tax Administration (TIGTA) comments on all purchase card noncompliance identified by the Internal Revenue Service (IRS) in its semiannual review of purchase card violations reporting. TIGTA also reviews its Office of Investigations Criminal Results Management System to identify potential instances of purchase card misuse that may not have been directly identified by the IRS.

Federal audits of agency charge card programs have found varying degrees of fraud, waste, and abuse. The Charge Card Act requires agencies to establish and maintain safeguards and internal controls over their charge card programs. Each agency head is required annually to certify that appropriate policies and controls are in place or that corrective actions have been taken to mitigate the risk of fraud and inappropriate charge card practices. This certification is reported as part of the existing annual assurance statement under the Federal Managers' Financial Integrity Act of 1982.⁵ In addition, each agency is required to develop, issue, and maintain written policies and procedures for the appropriate use of charge cards that are consistent with OMB guidance.

The Charge Card Act also provides for additional oversight by requiring the Inspectors General to conduct periodic risk assessments of purchase cards, including convenience checks, combined integrated cards, and travel card programs, to analyze the risks of illegal, improper, and erroneous purchases. Beginning in Fiscal Year 2014, the Inspectors General were also required to annually report to the Director, OMB, by January 31, on the agency's progress in implementing prior audit recommendations related to purchase and travel cards.⁶ This progress is compiled and sent to Congress and to the Comptroller General of the Government Accountability Office.

IRS roles and responsibilities for administering its purchase card program

Within the IRS, the Office of Procurement is responsible for providing policy guidance for the purchase card program as it relates to acquisition regulations. The Credit Card Services (CCS) Office within the Office of the Chief Financial Officer is responsible for providing oversight for the purchase card program and convenience checks. The CCS Office's responsibilities include overseeing the IRS purchase card program, issuing program guidance, and overseeing periodic program reviews. In addition, the CCS Office is responsible for tracking and reporting alleged inappropriate purchase card use and compiling the IRS's Purchase Card Violations Report for submission to the OMB.⁷

The CCS Office evaluates compliance with purchase card operating guidance to detect and deter noncompliance with purchase card policies and procedures. According to the IRS, these evaluations include reviews of:

- Merchant categories and names to ensure that purchases are not made from restricted vendors.

⁵ 31 U.S.C. §§ 1105, 1113, and 3512(d)(2) (2018).

⁶ TIGTA issued its most recent report to comply with this requirement of the Act on January 25, 2023. TIGTA, Report No. 2023-10-012, *Review of the Internal Revenue Service's Purchase Card Violations Report and the Status of Recommendations* (Jan. 2023).

⁷ The process promotes appropriate use of both purchase cards and convenience checks.

- Itemized transaction details reported to the Government credit card contractor by certain merchants to determine if the charge was allowable.
- Random samples of purchase card charges to assess compliance with purchase card regulations, including the split purchase policy.
- Convenience checks issued by convenience check cardholders to assess compliance with purchase card regulations.

The Labor Employee Relations and Negotiations Division (hereafter referred to as Labor Relations) is the IRS office responsible for advising and supporting managers on employee disciplinary matters, with the exception of such matters committed by employees of the Office of Chief Counsel. Once an alleged instance of purchase card misuse is referred by the CCS Office, Labor Relations assists the responsible manager by providing procedural advice and guidance in determining whether disciplinary action is appropriate.⁸ Although Office of Chief Counsel employee purchase card misuse may be identified by the CCS Office, the Office of Chief Counsel is responsible for researching and applying disciplinary actions for those employees as well as tracking the disciplinary actions in its own database.

Results of Review

Implementation of and Compliance With the Government Charge Card Abuse Prevention Act of 2012

The IRS stated that between October 1, 2022, and March 31, 2023, the IRS's purchase card program included approximately 2,100 purchase cardholders. These cardholders made 15,977 purchases totaling more than \$8.5 million with their purchase cards. Figure 1 shows our analysis of purchase card statistics.

Figure 1: Purchase Card Statistics From October 1, 2022, Through March 31, 2023



Source: TIGTA analysis of IRS purchase card statistics provided by the IRS CCS Office.

Additionally, seven convenience checks totaling just under \$4,000 were written. Our review of the IRS's purchase card program found that controls are generally effective, and the number of

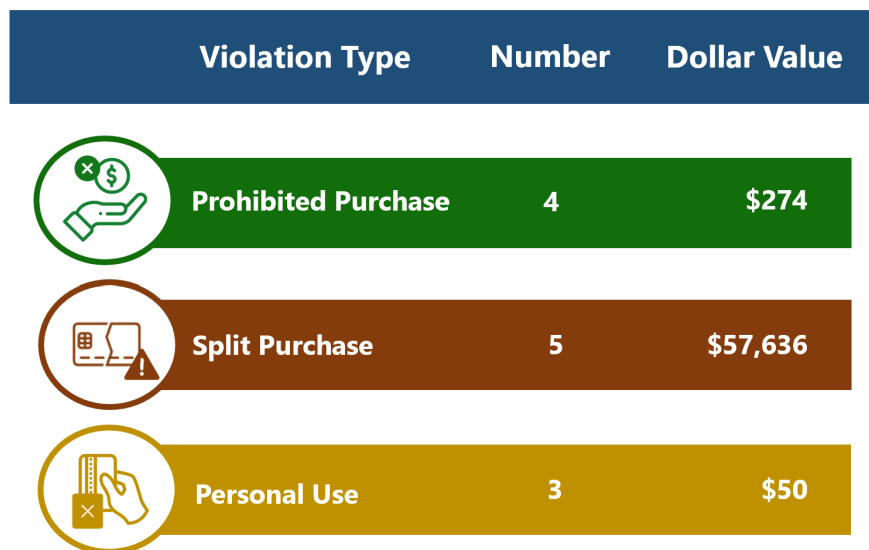
⁸ Purchase card violations are recorded in the Automated Labor and Employee Relations Tracking System, except for the Office of Chief Counsel which is recorded separately.

purchase card violations identified by the CCS Office were minimal and generally for nominal amounts. However, we also found that purchase cardholders continue to make unauthorized purchases.

Semiannual report on IRS purchase card violations and actions taken by management in response

We reviewed the violations and related supporting documentation that the IRS identified for its Purchase Card Violations Report. The IRS identified nine cases that involved 12 instances of confirmed purchase card violations for the period of October 1, 2022, through March 31, 2023.⁹ The nine confirmed purchase card cases collectively totaled just under \$58,000 and included four prohibited instances in which the cardholder did not have the proper authority to purchase the specific item, five instances of split purchases, and three purchases for personal use.¹⁰ Figure 2 summarizes the types and amounts of IRS purchase card violations.

Figure 2: Summary of IRS Purchase Card Violations



Source: TIGTA analysis of IRS purchase card violations in the Automated Labor and Employee Relations Tracking System (ALERTS), Charge Card Inappropriate Use Log, and supporting documents provided by the Office of Chief Counsel.

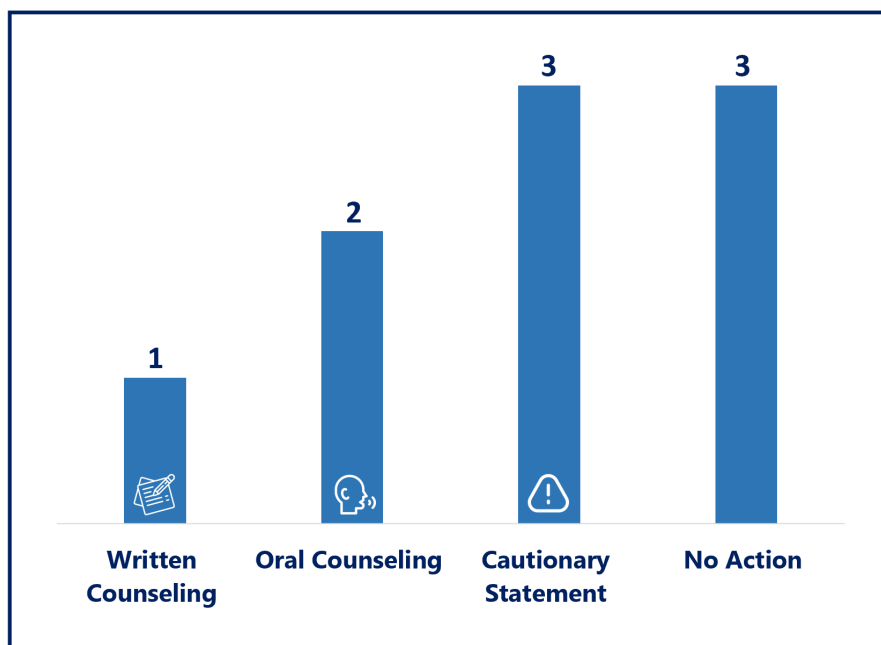
With respect to personnel actions taken by IRS management in response to the nine confirmed violations cases, there was one instance of written counseling, two instances of oral counseling, three instances of a cautionary statement issued to the employee, and three instances where no action was taken. The IRS’s internal guidance provides a range of disciplinary and nondisciplinary actions, from no action to suspension, which can be applied for each purchase

⁹ There were 12 instances found within nine cases (some of the nine case files contained more than one type of violation). For the purposes of this report, a “case” represents a single case file logged in the Automated Labor and Employee Relations Tracking System.

¹⁰ A split purchase is a series of purchases from the same vendor on the same day that totals to an amount that exceeds the purchase cardholder’s single transaction limit (\$10,000 for goods, \$2,500 for services, \$2,000 for construction).

card policy violation or inappropriate use.¹¹ Further, the IRS penalty guide provides a range of penalties, from a five-day suspension for a first offense up to removal for a third offense. However, according to IRS policy, use of the penalty guide is not mandatory, and the ultimate decision lies with management.¹² Figure 3 summarizes the disciplinary actions taken by IRS management in response to the nine confirmed violations cases.

Figure 3: Summary of IRS Personnel Actions for Purchase Card Violations



Source: TIGTA analysis of ALERTS case information, Charge Card Inappropriate Use Log, and supporting documents provided by the Office of Chief Counsel.

Additionally, the CCS Office identified no cases of potential credit card violations that occurred during the period of October 1, 2022, through March 31, 2023, that were still pending adjudication by management. We also reviewed information provided by TIGTA's Office of Investigations Criminal Results Management System on purchase card misuse cases and complaints occurring during the review period. There were no purchase card misuse or internal fraud cases that were reported by TIGTA's Office of Investigations involving IRS employees.

Purchase cardholders continue to make unauthorized purchases

The CCS Office also identified 10 purchase card transactions totaling approximately \$4,350 that did not comply with IRS internal administrative policies and procedures but were not reportable to the OMB. The OMB requires that only certain inappropriate purchase card transactions be reported in the Purchase Card Violations Report. Reportable inappropriate transactions are those indicating that abuse, internal fraud, or misuse has occurred (for example, purchase card transactions that violated the Federal Acquisition Regulation or similar guidance). The OMB

¹¹ Internal Revenue Manual 6.751.1, *Discipline and Disciplinary Actions: Policies, Responsibilities, Authorities, and Guidance* (Nov. 4, 2008).

¹² IRS, *IRS Manager's Guide to Penalty Determinations* (Rev. Aug. 1, 2012).

excludes from its reporting requirements administrative discrepancies, such as actions that violate operational policies or procedures but do not violate Federal law or regulation. The 10 transactions were instances in which the cardholders did not have the proper authority to purchase the specific items.

Status of the Department of the Treasury Charge Card Management Plan

The Department of the Treasury issued a revised version of its Charge Card Management Plan on March 24, 2022, and TIGTA reviewed the impact of the Plan revisions in our July 2022 report.¹³ The March 2022 Plan includes requirements for designation of cardholders to support Federal emergency/national disaster response. The IRS had designated 44 employees and assigned increased spending limits in response to the Coronavirus Disease 2019 pandemic, but as of January 2023, the IRS stated those limits have been reverted back to the standard limit.

¹³ TIGTA, Report No. 2022-10-047, *Review of the Internal Revenue Service's Purchase Card Violations Report* (July 2022).

Appendix I

Detailed Objective, Scope, and Methodology

The overall objective of this review was to assess whether the IRS complied with the Charge Card Act requirements for the period October 1, 2022, through March 31, 2023. To accomplish our objective, we:

- Determined the methodology and process the IRS uses to determine a confirmed violation.
- Reviewed alleged purchase card (and convenience check) violations by IRS employees and identified the actions the IRS had taken as a result of these violations.
- Determined whether the IRS is correctly following the process to determine confirmed violations by conducting interviews with key officials within the CCS Office, the Office of Chief Counsel, and Labor Relations to identify their process and the documentation they obtained to reach a determination as to whether suspicious purchase card transactions are confirmed to be reportable violations.
- Determined the total number of confirmed violations involving misuse of a purchase card for the specified period based on the data contained in the ALERTS, the Criminal Results Management System, the Office of Chief Counsel Credit Card database, and the CCS Office Inappropriate Use Referral Log. We determined whether those violations constituted: 1) abuse,¹ 2) internal fraud,² or 3) misuse.³
- Determined the number of adverse personnel actions taken in response to each reportable violation involving misuse of a purchase card for the specified period using the ALERTS. Further, we determined whether the actions involved: 1) demotions, 2) reprimands, 3) suspensions, 4) removals, or 5) any other adverse or administrative personnel actions.
- Reviewed the Fiscal Year 2022 Charge Card Management Plan issued by the Department of the Treasury and determined there were material revisions that required changes to IRS processes in identifying and reporting purchase card violations.

¹ Intentional use of a Government purchase, travel, fleet, or integrated charge card in violation of the Federal Acquisition Regulation, Defense Federal Acquisition Regulation Supplement, Agency Supplements, or Government Purchase Card policies/procedures. Evidence of intentionality shall be inferred from repeat offenses of the same violation, following administrative and/or disciplinary action taken for this violation.

² Any felonious act of corruption or attempt to cheat the Government or corrupt the Government's agents by Government Purchase Charge Card Program officials. Use of a Government purchase, travel, fleet, or integrated charge card to transact business that is not sanctioned, not authorized, not in one's official Government capacity, not for the purpose for which the card was issued, or not as part of official Government business.

³ Unintentional use of a Government purchase, travel, fleet, or integrated charge card in violation of the Federal Acquisition Regulation, Defense Federal Acquisition Regulation Supplement, Federal Travel Regulations, Agency Supplements, or Agency Policies/Procedures. These actions are the result of ignorance or carelessness, lacking intent, to include honest mistakes.

Performance of This Review

This review was performed with information obtained from the Office of the Chief Financial Officer and CCS Office management and staff located in Washington, D.C.; Jacksonville, Florida; Cincinnati, Ohio; Ogden, Utah; and Beckley, West Virginia. We also conducted fieldwork or obtained information from the Office of Chief Counsel located in Washington, D.C., and the Human Capital Office – Office of Human Relation Strategy located in Atlanta, Georgia, during the period May through July 2023. We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective.

Major contributors to the report were Bryce Kisler, Assistant Inspector General for Audit (Management Services and Exempt Organizations); Melinda H. Dowdy, Acting Director; Seth A. Siegel, Audit Manager; and Lauren Bourg, Lead Auditor.

Validity and Reliability of Data From Computer-Based Systems

We performed tests to assess the reliability of data from the ALERTS. We evaluated the data by 1) performing electronic testing of required data elements, 2) reviewing existing information about the data and the system that produced them, and 3) interviewing agency officials knowledgeable about the data. We determined that the data were sufficiently reliable for purposes of this report.

Internal Controls Methodology

Internal controls relate to management's plans, methods, and procedures used to meet their mission, goals, and objectives. Internal controls include the processes and procedures for planning, organizing, directing, and controlling program operations. They include the systems for measuring, reporting, and monitoring program performance. We determined that the following internal controls were relevant to our audit objective: IRS internal policies and procedures as well as other guidance pertaining to travel cards, purchase cards, and convenience checks, and CCS Office inappropriate use logs and supporting documentation of IRS monitoring of its purchase card program. We evaluated these controls by reviewing the IRS's methodology for reporting confirmed and pending violations in its Purchase Card Violations Report as well as analyzing the CCS Office's inappropriate use logs (including the Office of Chief Counsel, as applicable), the ALERTS, and the Criminal Results Management System. We also reviewed IRS policies and procedures related to the Charge Card Act.

Appendix II

Internal Revenue Service's Purchase Card Violations Report

PURCHASE CARD VIOLATION DATA	PERIOD
I. Summary description of confirmed violations involving misuse of a purchase card or integrated card.¹	October 1, 2022, through March 31, 2023
a. Abuse.	4
b. Internal Fraud.	0
c. Misuse.	5
II. Summary description of all adverse personnel actions, punishment, or other actions taken in response to each reportable violation involving misuse of a purchase or integrated card.²	
a. Documentation of Counseling: <i>Oral or written counseling issued.</i>	3
b. Demotion.	0
c. Reprimand.	0
d. Suspension.	0
e. Removal.	0
f. Other (no action taken): <i>Closed without any IRS management adverse personnel action.</i>	6
III. Status of all pending violations.	
a. Number of violations pending investigation.	0
b. Number of violations pending hearing.	0
c. Number of violations pending final agency action.	0
d. Number of violations pending decision on appeal.	0

Source: IRS review of inappropriate use logs and case information contained in the ALERTS.

¹ Terms used are defined in OMB Circular No. A-123, Appendix B (Revised).

² For the purpose of this report, a "violation" represents a single case file reported in the ALERTS. Some case files contained more than one instance of abuse or misuse.

Appendix III

Glossary of Terms

Term	Definition
Convenience Check	Checks written against a purchase card account. Convenience checks are a payment and procurement tool intended only for use with merchants that do not accept purchase cards and for other authorized purposes where charge cards are not accepted.
Fiscal Year	Any yearly accounting period, regardless of its relationship to a calendar year. The Federal Government's fiscal year begins on October 1 and ends on September 30.
Integrated Card	A combination of two or more business lines in a single card, <i>e.g.</i> , purchase and travel.
Micro-Purchase	An acquisition of supplies or services using simplified acquisition procedures, the aggregate amount of which does not exceed the micro-purchase threshold of \$10,000.
Nondisciplinary Action	Used in situations where the misconduct is not serious or recurring. Oral or written counseling, or cautionary notices are often used.

Appendix IV

Abbreviations

ALERTS	Automated Labor and Employee Relations Tracking System
CCS	Credit Card Services
IRS	Internal Revenue Service
OMB	Office of Management and Budget
TIGTA	Treasury Inspector General for Tax Administration



**To report fraud, waste, or abuse,
contact our hotline on the web at www.tigta.gov or via e-mail at
oi.govreports@tigta.treas.gov.**

**To make suggestions to improve IRS policies, processes, or systems
affecting taxpayers, contact us at www.tigta.gov/form/suggestions.**

Information you provide is confidential, and you may remain anonymous.