

## Frequently Asked Questions - Acquisition Cards and Consequences for Misuse

<b><i>Who's responsible for the Acquisition card transactions monitoring? What kind of monitoring is performed?</i></b>
The National Acquisition Card Coordinator is responsible for the monitoring of the Acquisition Card program for the Department and performs different monitoring activities. All transactions are subject to monitoring and several cardholders are asked for additional information.
<b><i>Was there any other team consulted in the preparation of the Bulletin?</i></b>
Several teams including the Finance and National Accounting Operations team as well as Labour Relations were consulted in preparation for the Bulletin.
<b><i>What is the reason for involving the cases of misuse into the performance management appraisal (PMA)?</i></b>
The Receiver General Manual requires us to impose punitive consequences and this has always been done within the ESDC's acquisition card program. As per ESDC's Acquisition Card Policy, in the case of misuse of cards or fraud, management is responsible to take disciplinary action within their authority, as well as preventive measures to avoid re-occurrence, when appropriate.
<b><i>Does the cardholder get a warning and the suspension of one month after the first misuse?</i></b>
Yes, the card will be suspended for a period of 1 month and the cardholder will receive a warning to advise them of the consequences of reoccurrence.
<b><i>What supports are in place to ensure card holders understand the processes, understand what is permissible and what is not?</i></b>
The on-line Acquisition Card training is available at <a href="#">ILMS/Saba</a> .  All the relevant information for cardholders is kept on our <a href="#">iService page</a> , in one place so that information is easy to locate.  The <a href="#">NC-PURCHASING-PORTAL</a> is available to answer your questions about procurement and the use of the Acquisition Card.
<b><i>Will National Acquisition Card Coordinator be monitoring cardholders' profiles to ensure card is aligned with current Fund Centre and manager?</i></b>
It is the cardholder's responsibility to make sure that information on their profile is up-to-date.  Please refer to "Spending Limits & Changes" section on <a href="#">Acquisition Card page</a> .  When a manager is notified of a case of misuse they have the opportunity to inform us if the cardholder no longer reports to them.

***Is there an opportunity for cardholder or manager recourse?***

When we perform our monitoring, we never suspend a card or deem a transaction misuse without first consulting the cardholder to obtain additional information about the circumstances surrounding the transaction.

***How will the National Acquisition Card Coordinator determine what is a misused purchase?***

The [Acquisition Card Policy, Procedures & Guidelines](#) explains what is meant by “misuse” in the context of the use of the departmental Acquisition Card.

***If the cardholder accidentally uses the Acquisition Card to purchase personal products and reports it right away to the National Acquisition Card team, will they be exempt from this process?***

Each situation is assessed individually. The determination is based on the circumstances surrounding the specific case.

***If someone is aware of a case of misuse, who should they report it to?***

The case of misuse can be reported to National Acquisition Card Team by writing to [NC-PURCHASING PORTAL-PORTAIL D'ACHATS-GD](#)

***Do these consequences apply to the Individual Designated Travel Cards as well?***

No, these consequences apply to the Acquisition Cards only.