



# Business Operation Forum

21 October 2020



California State University  
**MONTEREY BAY**

# Agenda

- **CO Internal Audit Training** – *Cindy Sanford*, Director of Investigations & Intergovernmental Audits
- **Independent Contractor Changes** – *Natalie King*, Associate VP for University Personnel
- **e-Commerce Update** – *Nathan Schuette*, Business Analyst, Administrative Systems Management
- **BSS Update** – *Steve Mackey*, AVP Finance  
*Michael Phillips*, Interim Manager



# CO Internal Audit Training

**Presented by:**

Cindy Sanford

Director of Investigations &  
Intergovernmental Audits



California State University  
**MONTEREY BAY**

# Fraud Awareness

CSU Office of the Chancellor  
Audit and Advisory Services

Cindy Sanford

Director of Investigations

Sharon Best

Manager of Investigations

# WE ALL HAVE THINGS WE CAN LEARN

- **What is the top “failure” we found?**
- **CSU-Specific Examples**
- **What can we do about it?**

# FRAUD AT THE CSU

## CAMPUS EXAMPLE #1

0056 TABLE 7 #Party 4  
SvrCk: 4 4:29p 02/14/19

56  
Server: ELIZABETH S Rec: 56  
Flemings

MERCH ID: 306776015091  
CHASE VISA - A0000000031010  
TC - F33B32D9AE34F9C1

Mode: Issuer  
TVR: 0080008000  
IAD: 06010A03602002  
TSI: F800  
ARC: 00  
PURCHASE \$336.17  
\*\*\*\*\* CHIP READ Visa  
2/14/2019 5:51 PM Term: 3  
AUTH: 03035I APPROVED 990214190048  
CHECK: 336.17

TIP: 67.17  
TOTAL: 403.34

- 1 Wedge Salad 14.00
- 1 Children's Starter 0.00
- 1 Child Salad 0.00
- 1 Caesar Salad 13.00
- 1 Main HFilet, sc jumbo lump crab 68.00
- 2 Child Filet 38.00
- 1 Main HFilet 55.00
- 1 Sauteed Mushrooms 13.00
- 1 -Bottle-CS Quilt 80.00
- 2 Dark Choc Truffle Martini 26.00

Sub Total: 307.00  
TAX: 29.17

02/14 5:50p TOTAL: 336.17

Gratuity Not Included  
Suggested Gratuity  
18% 60.51  
20% 67.23  
22% 73.96

www.FlemingsSteakhouse.com

Join Dine Rewards & get up to \$10 off your next visit!  
Go to [www.DINE-REWARDS.COM](http://www.DINE-REWARDS.COM) today for full program details

===== CUSTOMER COPY =====

*Lunch Mtg. w/ [redacted] to discuss Green Dragon Museum as potential donor for MBA Hospitality Program Project.*



Green Dragon Tavern  
and Museum  
greendragontavernca.com

2015 Emily T  
Tb1 105/1 Chk 9575 Gst 0  
Oct20'17 12:21PM

**Tavern**  
i Maine Lobo 23.00  
i Shrimp Tacos 10.00  
i S Alpine Duet 16oz 7.00  
  
SUBTOTAL 40.00  
TAX 3.10  
12:49PM TOTAL DUE 43.10

Visit our Coffee Shop  
and Book Store for

Green Dragon Tavern  
and Museum

greendragontavernca.com  
Date: Oct20'17 12:49PM  
Card Type: MC  
Acct #: XXXXXXXXXXXX  
Card Entry: SWIPED  
Trans Type: PURCHASE  
Trans Key: KIK005998786882  
Auth Code: 62061P  
Check: 9575  
Table: 105/1  
Server: 2015 Emily T

Subtotal: 43.10

TIP 8.00

TOTAL 51.10

ACCORDING TO MY CARD ISSUER  
AGREEMENT!



10/20/17

lunch mtg. with [redacted] [redacted] CEO to  
renew Quality of Life committee Airport items.

[redacted] - SLT

[redacted]

Green Dragon Tavern  
and Museum  
[redacted]  
greendragontavernca.com

2015 Rally T  
-----  
Tb1 105/1      Chk 9575      Gst 1  
                  Oct20'17 12:21PM  
-----

**Tavern**  
1 Maine Lobo                    23.00  
1 Shrimp Tacos                   10.00  
1 S Alpine Duet 16oz            7.00  
  
SUBTOTAL                            40.00  
TAX                                    3.10  
12:48PM TOTAL DUE            **43.10**

*Pd cash*

*\$43.10*

*+*  
*\$8.00 tip*

*\$51.10*

Visit our Coffee Shop  
and Book Store for  
Sweet Treats and Fun Facts!  
Planning a large event?  
Call our banquet department  
for details 760-918-2421

STATE OF CALIFORNIA  
**TRAVEL EXPENSE CLAIM**

62 - Rev. 01/2014

CLAIMANT'S NAME [REDACTED]	EXT. [REDACTED]	DEPT. [REDACTED]
-------------------------------	--------------------	---------------------

POSITION [REDACTED]	Normal Working Hours 8-5
------------------------	-----------------------------

RESIDENCE ADDRESS  
[REDACTED]

(1) MONTH/YEAR		(3)	(4)	(5) MEALS			(6)	(7) TRANSPORTA		
October 2017			LODGING	BREAK FAST	LUNCH	DINNER	INCIDENTALS	(A) COST OF TRANS.	(B) TYPE USED	(C) TOLLS, PARKING
(2) DATE OF TRAVEL	TIME	LOCATION of TRAVEL								
10/9/2017		Los Angeles							A	\$39.98
10/8/2017		Philadelphia, PA	\$414.65			\$55.00	\$7.00			
10/8/2017		Philadelphia, PA						\$6.88	T	
10/9/2017		Philadelphia, PA				\$55.00	\$7.00	\$17.22	T	

**\$6.88**

Thanks for choosing Uber, [REDACTED]

October 8, 2017 | uberX

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● 07:26pm | 201 Rouse Blvd, Philadelphia, PA

● 07:32pm | 22 PA-611, Philadelphia, PA

---

STATE OF CALIFORNIA

**TRAVEL EXPENSE CLAIM**

262 - Rev. 01/2014

CLAIMANT'S NAME

EXT.

DEPT.

POSITION

Normal Working Hours  
8-5

RESIDENCE ADDRESS

(1) MONTH/YEAR

(3)

(4)

(5)

MEALS

(6)

(7)

TRANSPORTA

August 2017

(2)

DATE OF TRAVEL

TIME

LOCATION of TRAVEL

LODGING

BREAK FAST

LUNCH

DINNER

INCIDENTALS

(A) COST OF TRANS.

(B) TYPE USED

(C) TOLLS, PARKING

8/1/2017

San Diego

\$10.00

\$15.00

\$30.00

\$7.00

\$50.14

T

8/2/2017

Washington DC

\$11.00

\$18.00

\$26.00

\$7.00

\$0.00

8/3/2017

Purcellville VA

\$12.00

\$15.00

\$28.00

\$7.00

\$278.05

RC

8/4-8/8

Washington DC

\$0.00

\$0.00

\$0.00

\$262.15

Gas

8/4-8/6

Washington DC

\$11.50

8/4/2017

West Virginia

\$11.00

\$16.00

\$28.00

\$7.00

0.0

8/5/2017

Washington DC

\$12.00

\$16.00

\$27.00

\$7.00

*gas*

*8/6/17*

*\$20.02*

ELCOMB  
3435405  
MINIT MART TA 579  
2243 S PRINCETON S  
OTTAWA KS  
66067

DATE 08/06/17 19:44  
TRAN# 9090179  
PUMP# 09  
SERVICE LEVEL: SELF  
PRODUCT: REGULAR  
GALLONS: 9.102  
PRICE/G: \$ 2.199  
FUEL SALE \$ 20.02  
CREDIT \$20.02

VISA

*8/7/17*

*\$36.01*

MR GAS  
1002926  
HOLIDAY CONOCO  
3000 E TUCUMCARI B  
TUCUMCARI NM  
88401

DATE 08/07/17 13:05  
TRAN# 9056964  
PUMP# 05  
SERVICE LEVEL: SELF  
PRODUCT: REGULAR  
GALLONS: 15.48

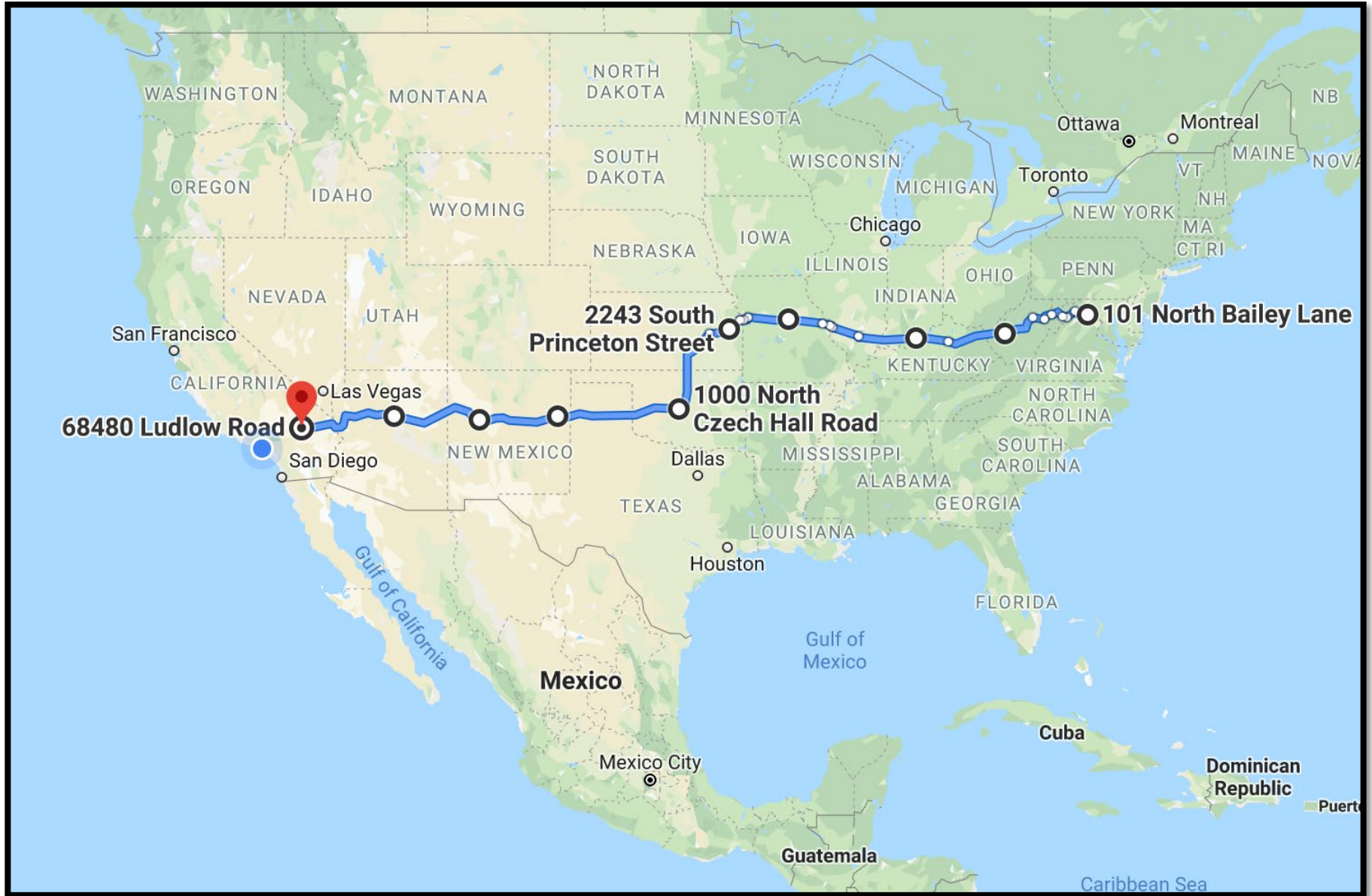
*8/5/17*

*\$36.01*

PETROMART 42  
00000443622  
1004 N STADIUM  
COLUMBIA, MO  
08/05/2017 896799962  
12:15:28 PM

7863  
VISA

INVOICE 121229  
AUTH 00-141358  
REF550230805171212





*RM 15,000 malaysian CSU  
consortia tour + transportation +  
dinner for partner schools*

*28 people*

*Pd cash*

**DESTINATION TRANSPORT SERVICE**

(002156011W)  
 30-9-6, Bukit Pandan 1, Jalan Perdana 6/91b,  
 Pandan Perdana, 55300 Kuala Lumpur.  
 +6011 23521719 / +6017 2331737 / +6010 2381527  
 klbudgettour@gmail.com www.klbudgettour.com

*\$3,677.80*

**Invoice**

*5000 CSU Dinner  
5000 CSU Transportation  
5000 CSU Tour*

No : **0916**  
 Terms : \_\_\_\_\_  
 Date : **28 MARCH 2019**

Tour Code	: AS10
Day Tour	: FIREFLIES TOUR AND COUNTRYSIDE TOUE <i>5000 RM</i>
Date of Visit	: 28 MARCH 2019
Pick up Time	: 1530
Pick up from	: CONVENTION CENTER KUALA LUMPUR TO KUALA SELANGOR <i>5000 RM</i>
Adult	: 28 ADULT <i>5000 RM</i>
Child	: <i>Dinner riverside</i>
Total Amout	: 28 ADULT <i>RM 15,000</i>

*43.78 per person  
for meal*

AS DESTINATION TRANSPORT SERVICE



Approved By

# FRAUD AT THE CSU

## CAMPUS EXAMPLE #2

### Misuse of Procard

- Missing information
- Gift cards
- More...



# FRAUD AT THE CSU

## CAMPUS EXAMPLE #3



**INVOICE**

201 S Market St  
San Jose, CA, 95113  
Phone: (408)294-8324

INVOICE #172  
DATE: 6/24/18

TO:



QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
20	IMAX Admission Tickets	7.50	150
TOTAL			150

**THANK YOU FOR YOUR BUSINESS!**



**DIRECTIONS TO THE TRACK:**

• Take E. Park Avenue A Half-Mile Southwest  
On Fair Street To The Silver Dollar Fairgrounds

**[www.silverdollarspeedway.com](http://www.silverdollarspeedway.com)**

**To:** [REDACTED] University Foundation    **From:** [REDACTED] General Manager

**Phone:** [REDACTED]    **Date:** June 22, 2018

**Re:** Receipt for July 4 Race/Fireworks

Urgent     For Review     Please Comment     Please Reply     Please Recycle

This receipt is to confirm that [REDACTED] purchased 24 tickets at \$15.00 each to the July 4 Race and Fireworks show at Silver Dollar Speedway. [REDACTED] paid for these tickets with an American Express card ending in [REDACTED].

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** pictures  
**Date:** Friday, September 28, 2018 4:23:34 PM

---

Hi [REDACTED],

These pictures can be easily inserted on Microsoft Word document.

regards,

--



**DIRECTIONS TO THE TRACK:**

- Take E. Park Avenue A Half-Mile Southwest on Fair Street To The Silver Dollar Fairgrounds

[www.silverdollarspeedway.com](http://www.silverdollarspeedway.com)

**From:** [REDACTED] [Student Assistant](#)  
**To:** [REDACTED]  
**Subject:** FW: Attached Image  
**Date:** Friday, September 28, 2018 11:12:51 AM  
**Attachments:** [0143\\_001.pdf](#)  
[image001.png](#)

---

Here's the file that scanned. The issue is that there is tape lines



**BLACK REPUBLIK**

**INVOICE**

twitter: @blvckrepublik

facebook: blvck republik

instagram: blvckrepublik

**BLACK REPUBLIK COMPANY LIMITED**

P.O. Box 199  
K.N.U.S.T. KUMASI  
website: www.blvckrepublik.com  
email: info@blvckrepublik.com

INVOICE NO.  
DATE

405  
August 5, 2018

TO



SHIP TO

Best Western Plus Accra Beach Hotel  
51 Beach Drive  
Nungua  
233 302 71 11 11

QTY	DESCRIPTION	CEDI UNIT PRICE	USD UNIT PRICE	USD TOTAL
<b>Collateral</b>				
2	Banners 2.5 m x 1 m "Welcome SUSI Superstars 2016, 2017, 2018"	712.50 GHS \$	150.00 \$	299.99
2	Banners 2.5 m x 1 m "Celebrating Social Entrepreneurship in West Africa"	712.50 GHS \$	150.00 \$	299.99
1	Step and Repeat 2.5 m x 2.5 m with University and State Department Logo	950.00 GHS \$	200.00 \$	200.00
4	Outdoor Banners 0.5m x 2.5 m "SUSI Superstars"	475.00 GHS \$	100.00 \$	399.99
100	Welcome Programs - full color	4.75 GHS \$	1.00 \$	100.00
3	Trophies	950.00 GHS \$	200.00 \$	599.99
<b>Party</b>				
3	DJ Welcome Reception - 3 hours	356.25 GHS \$	75.00 \$	225.00
3	DJ Farewell Dinner - 3 hours	356.25 GHS \$	75.00 \$	225.00
2	Linen & Centerpieces - Welcome and Farewell	475.00 GHS \$	100.00 \$	200.00
<b>Excursion</b>				
8	Bus for Cape Coast Excursion - 50 passenger: 8 hours	712.50 GHS \$	150.00 \$	1,199.97

TOTAL \$ 3,749.92

Marketing Consult

Product Branding

Corporate Branding

Talent Management

Parties and Events

BLACK REPUBLIK COMPANY LIMITED  
THANK YOU FOR YOUR BUSINESS!

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** print  
**Date:** Sunday, September 30, 2018 2:34:06 PM  
**Attachments:** [Black Republick.xlsx](#)

---

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** enhanced  
**Date:** Sunday, September 30, 2018 3:16:39 PM  
**Attachments:** [Black Republick.xlsx](#)

---

voila

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** 3rd time is the charm  
**Date:** Sunday, September 30, 2018 3:46:32 PM  
**Attachments:** [Black Republick.xlsx](#)

---

# FRAUD AT THE CSU

CAMPUS EXAMPLE #4  
False Reimbursement  
Claims/"Scholarships"

# FRAUD AT THE CSU

## CAMPUS EXAMPLE #5

Personal Rental Car Charges Billed to  
the Campus



# HOW TO PREVENT FRAUD

- Training for approvers
- Ask questions and investigate discrepancies
- Know your role
- Be familiar with and enforce policies
- Empower your staff

# QUESTIONS AND DISCUSSION

# FEEL FREE TO CONTACT US!

**Director of Investigations and  
Intergovernmental Audits**

**Cindy Sanford**

[csanford@calstate.edu](mailto:csanford@calstate.edu)

(562) 951-4439

**Manager of Investigations**

**Sharon Best**

[sbest@calstate.edu](mailto:sbest@calstate.edu)

(562) 951-4505

# Independent Contractor Changes

**Presented by:**

Natalie King

Associate VP for University Personnel



California State University  
**MONTEREY BAY**

# e-Commerce Update

**Presented by:**

Nathan Schuette

Business Analyst, Administrative Systems  
Management



California State University  
**MONTEREY BAY**

# e-Commerce

## University Tickets - Online ticket sales

- Student Extracurricular
- Conferences
- Fees
- Celebrations
- Physical Items

## Blackboard - In person point of sale register and card reader

- Live events
- Mobile sales
- Cashiering

## Benefits

- Integrated with General Ledger
- Department access to reports and cashiering
- New opportunities for campus outreach in a quarantine environment
- Free events too!



# Business Support Services Update

## Presented by:

Steve Mackey, AVP Finance

Michael Phillips, Interim Manager BSS



California State University  
**MONTEREY BAY**

# BSS Update

- Signature Authority:  
Stephen W. Mackey  
Associate Vice President, Finance
- Outstanding Items
- Process Improvement Efforts Coming



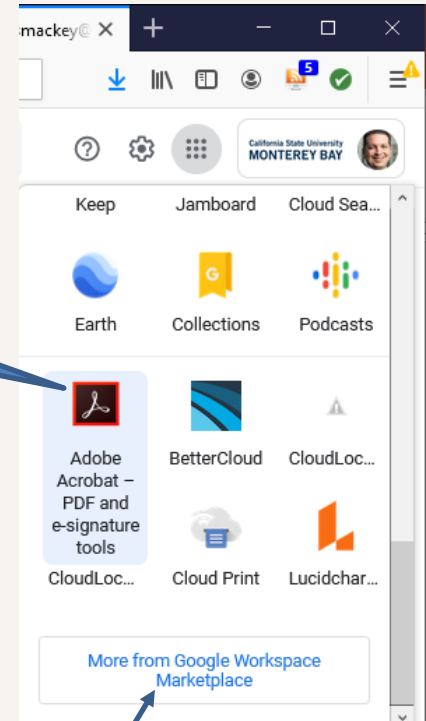


# AdobeSign Hot Tip

Add the Adobe Acrobat App  
to your google dashboard

Faster and Easier than DocuSign!  
Fully integrated with google drive and  
can launch signature processing  
straight from google.

Search and install the  
app from google



# Thank You

Upcoming meetings:

- 18 Nov 2020

Visit the [BOF webpage](#) for more information



California State University  
**MONTEREY BAY**