

**ATTESTATION REPORT
OF THE
STATE OF NEBRASKA
STORED VALUE CARD SERVICES**

JANUARY 1, 2013 THROUGH DECEMBER 31, 2013

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Issued on June 23, 2014

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STATE OF NEBRASKA STORED VALUE CARD SERVICES

TABLE OF CONTENTS

	<u>Page</u>
Background	1 - 3
Criteria	4 - 6
Comments Section	
Exit Conference	7
Summary of Comments	8
Comments and Recommendations	9 - 11
Independent Accountant's Report	12 - 13
Supplementary Information	14
Exhibit A - Net Amount Loaded by Agency 2013	15
Exhibit B - Number of Active Cards as of December 31	16
Exhibit C - Active Cards by Agency as of December 31	17
Exhibit D - Net Amount Loaded by Agency for Calendar Years 2012 and 2013	18
Exhibit E - Cardholder ATM Withdrawals	19

STATE OF NEBRASKA STORED VALUE CARD SERVICES

BACKGROUND

In April 2009, the State of Nebraska Treasurer's Office (State) and U.S. Bank entered into a contract for branded stored value cards. The contract between the State and U.S. Bank offers State agencies the option to make payments on reloadable, prepaid Visa branded debit cards through the ReliaCard and AccelaPay services. This is a no-cost contract to the State, with U.S. Bank responsible for the expense and costs of administering the services, which include the manufacturing and distribution of cards, account set-up, customer service inquiries, and provision to cardholders of monthly account statements.

The prepaid Visa debit cards allow the cardholder to make purchases anywhere Visa debit cards are accepted and to withdraw cash at ATMs, banks, or credit unions. The cardholder is also able to track income and expenses through monthly statements. The amount of purchase or cash withdrawal is subject to the available funds on the card. The cardholder may be charged a fee for certain features or transactions, such as bill pay stop payment or return fees, emergency replacement cards, card inactivity for 270 days, and ATM service fees for ATMs not owned by U.S. Bank. Cardholders do not earn interest on funds in the Visa debit card accounts.

The State transmits to U.S. Bank the amount to be loaded onto each cardholder's account via the Automated Clearing House (ACH) system. Use of the debit cards may provide delivery of more efficient and secure payments. According to the Nebraska State Treasurer's website, the use of the prepaid debit card may provide those participating State agencies a reduction in administrative costs as less staff time will be needed for processing lost, stolen, or forged State treasury warrants.

Any State warrants issued on or after October 1, 1992, and not cashed one year after the warrant was issued are no longer considered to be an obligation of the State, and the amount of the warrant is credited back to the State's general fund. With the use of electronic funds transfer, including the ReliaCard and AccelaPay services, once an electronic payment is made, it is final. Any funds not used for any period of time remain the funds of the payee. At no time are funds from dormant accounts ever credited back to the State's general fund. Once a ReliaCard or AccelaPay card has been inactive for 270 days, U.S. Bank will charge a monthly two-dollar fee. Additionally, the State is not responsible for any lost or stolen cards, including any resulting fraudulent activity.

Nebraska Child Support began using stored value cards in August 2004, and the use has expanded to several additional agencies. The Nebraska Department of Administrative Services (DAS) began using the stored value cards in June of 2005, the Nebraska Department of Health and Human Services (DHHS) in August 2006, and Department of Labor (Nebraska Unemployment Insurance) in July 2007. Other entities began using the statewide contract after amendments were signed specifically naming them as participants. The contract beginning April 1, 2009, was extended through May 31, 2015.

STATE OF NEBRASKA STORED VALUE CARD SERVICES

BACKGROUND

(Continued)

Amendment	Date Signed	Department or Agency Added
1	10/16/2009	Department of Corrections (Nebraska Community Inmates)
2	12/23/2009	University of Nebraska and Nebraska State Colleges System for Payroll
4	8/30/2010	University of Nebraska Athletic Departments
6	8/25/2011	Douglas County School District
8	12/19/2012	Workers' Compensation Court

DHHS, Nebraska Child Support, the Nebraska Public Employees Retirement System (NPERS), Nebraska Workers' Compensation, and Nebraska Unemployment Insurance use the ReliaCard service for payments. Individuals receive separate Visa debit cards for each agency they receive payment from. The cards are of the same design but are different colors for easy identification.

DHHS offers the ReliaCard to clients and individual service providers as a means of receiving payment. Clients and providers complete an authorization form specifying either direct deposit or the ReliaCard as a method of payment. Once the form is completed, the individual should receive the card within 10 days and must then activate it and establish a Personal Identification Number (PIN). At that point, all future payments are loaded onto the ReliaCard. Monthly paper statements are available, or they can be viewed online. Clients or providers who fail to complete an authorization form are automatically sent a ReliaCard for payment. Additionally, providers doing business under an employer identification number, rather than a social security number, are not eligible for payment via a ReliaCard.

Nebraska Child Support also allows payment to be made by direct deposit or through the ReliaCard. An authorization form is required to be completed in order to receive child support payments on the ReliaCard.

Beginning July 1, 2011, NPERS requires members who elect to purchase an annuity at retirement to receive their monthly benefits by direct deposit to their bank account or on a ReliaCard. Annuity payments are automatically loaded onto the ReliaCard each month.

The Department of Labor's Unemployment Insurance issues payments on the ReliaCard. When completing a new application for benefits, an individual must also complete a new direct deposit request; otherwise, the payments will be made by debit card (ReliaCard).

The Nebraska Workers' Compensation Court was the last agency to be specifically named as a party to the contract on December 19, 2012, and began using the ReliaCard on March 1, 2013. Vocational rehabilitation clients may elect to receive their payments through direct deposit or on a ReliaCard. Those vocational rehabilitation services are paid from the Workers' Compensation Trust Fund administered by the court.

The Department of Corrections (Nebraska Community Inmates), Nebraska State College System (State Colleges), University of Nebraska (University), University of Nebraska Athletic Departments (University Athletics), and DAS utilize the AccelaPay stored value card service. AccelaPay cards work the same as ReliaCards, but are typically used only for payroll or stipend payments.

STATE OF NEBRASKA STORED VALUE CARD SERVICES

BACKGROUND

(Concluded)

LB 167 was passed in March 2009 and required payment of wages and reimbursable expenses to State employees through electronic funds transfer or a means of direct deposit. State employees may choose to have their pay directly deposited into a checking or savings account, or they may have all or a portion of their pay deposited onto a Visa debit (AccelaPay) card. Employees using the AccelaPay card can also have State expense or travel reimbursements deposited onto the debit card.

Inmates in a Nebraska community facility are issued an AccelaPay Visa card within a few days of arrival. This card is the inmate's primary means of accessing approved funds for purchases and cash withdrawals. The Department of Corrections AccelaPay cards are restricted to certain merchant category codes, preventing purchases from certain types of businesses. For example, inmates are prevented from making airline, car rental, and other travel related purchases. They also cannot use the card at liquor stores or bars. Requested funds from the inmate's institutional trust account are loaded on the card up to once a week on Thursdays. Funds from other sources are not allowed to be loaded on the card. Transactions are limited by the balance on the card and the additional limitations noted below:

- One ATM withdrawal per day not to exceed \$40
- Five Point of Sale transactions per day using a PIN not to exceed \$300 in total
- Five signature-based Point of Sale transactions per day not to exceed \$300 in total
- No withdrawals of cash at a bank via a teller
- No Point of Sale transactions that provide cash back

The inmate receives a monthly statement of activity of his or her AccelaPay Visa card. Nebraska Correctional Service staff have authority to review all activity associated with the card, and misuse of the card can lead to a misconduct report.

Through contract amendment, the University of Nebraska athletic departments were named as parties to the stored value card services contract on August 30, 2010. Athletic stipends are loaded onto AccelaPay cards. The contract agrees to comply with the Family Educational Rights and Privacy Act (FERPA), which protects the privacy of student education records and requires written permission by the student or parent in order to release information. The University and the State Colleges also offer AccelaPay cards as a method for employees to receive payroll payments.

In 2013, \$198,336,160 was loaded onto Visa prepaid debit cards, and there were 138,936 active cards as of December 2013. A breakdown of stored value card services information by agency can be found in the supplementary information section found on pages 14 through 19.

The APA performed testing on the following State agencies participating in the stored value card services contract: NPERS, DHHS, Department of Corrections, Workers Compensation Court, and DAS for statewide payroll.

STATE OF NEBRASKA STORED VALUE CARD SERVICES

CRITERIA

Neb. Rev. Stat. § 81-1121(5) (Reissue 2008) authorizes the Director of Administrative Services and the State Treasurer to establish and operate an electronic funds transfer system. The system established must satisfy any signature requirements and must not create any rights not already established for payments made by a warrant with dual signatures.

Neb. Rev. Stat. § 81-1121(7) states, in relevant part:

Whenever it is ascertained that by mistake or otherwise the State of Nebraska or any of its departments, agencies, or officers shall have caused to be made a disbursement which for any reason is refunded to the state, the amount so disbursed and refunded to the state shall be credited to the fund and account from which the disbursement was made as an adjustment of expenditures and disbursements and not as a receipt.

Neb. Rev. Stat. § 81-1117.01 (Reissue 2008) creates the Imprest Payroll Distributive Fund used for the payment of salary and wages for State departments and agencies. Payments may be made by warrant or by electronic funds transfer.

Neb. Rev. Stat. § 81-1117.05 (Cum. Supp. 2012) states:

The Department of Administrative Services may make payments that include, but are not limited to, wages and reimbursable expenses to state employees by electronic funds transfer or a similar means of direct deposit. For purposes of this section, state employee means any person or officer employed by the state who works a full-time or part-time schedule on an ongoing basis.

Nebraska State Accounting Manual, AM-005, Section 40 - Payments for State Employee Wages and Section 41 - Payments for State Employee Expense Reimbursements, state that payment will be made by direct deposit or by electronic funds transfer utilizing a financial institution chosen by the employee or a State authorized debit card.

The service contract between the State of Nebraska and U.S. Bank indicates in Section CC, Performance Bond & Liquidated Damages, that liquidated damages may be charged by the State if U.S. Bank does not comply with certain requirements in the contract. Damages are categorized as critical, high, or standard with assessed charges of \$2,500, \$1,000, or \$500 per day.

Regarding the acceptance of file transmission and web enrollment, Section CC 2(b) states, in relevant part, "If the Contractor's system was not available to accept file transmissions or enrollment via the Contractor run website, Contractor will resolve the situation within one Business Day"

ACH Posting under Section CC 2(c) states that the Contractor must post funds to debit cards no later than 8:00 AM Central Time on the same day the funds are received. If funds are not processed using the Contractor website, funds must be posted to debit cards prior to the end of the business day the funds are received.

STATE OF NEBRASKA STORED VALUE CARD SERVICES

CRITERIA (Continued)

Section CC 2(e), Card Issuance, states, in relevant part:

Upon being notified by the Program Lead or the State Treasurer's Office that a Card or batch of Cards was not issued within two Business Days of the program submitting an enrollment file to the Contractor no later than 5:00 PM prevailing Central Time, Contractor will pay to have the affected Cards expedited to Cardholders.

Section CC 2(f), Customer Service - Availability, states, in relevant part, "Customer Service availability will be 99% each month as measured by a mutually agreed upon Contractor Performance Monitoring Tool."

Section CC 2(g), Turnover File, states:

A file of active Cardholders for each program will be made available to the State, by a secure website, in Microsoft Excel spreadsheet format by the close of the fifteenth Business Day after the Contractor receives a written request from State to provide the report to the State.

Section CC 2(h) provides that daily reports are due no later than one business day after the day the activity was reported. Activity includes name and address changes, activation of accounts, undeliverable cards, new cards issued or rejected, and rejection reports for ACH transactions.

Section CC 2(j), "Echo" File Transmissions, states:

An "echo" file for batch enrollment is typically returned to the sender between 30 and 90 minutes of receipt of the file. The echo file will include identical information that was sent by State, a Card enrollment report, and a rejected Card report.

Under Section AAA, Responsibilities of Contractor, 1(b), the Contractor is responsible for providing cards to payment recipients after receiving the State's enrollment of payment recipients, and cards should be issued no later than two business days after receiving complete and accurate information from the State.

Section AAA 1(c) states that the Contractor will conduct periodic reviews of Cardholders and their accounts for fraudulent activity and, if any account is closed for this reason, the Contractor will notify the State of actions taken within two business days.

Section AAA 3(b) states the Contractor is responsible for the costs and expenses of the account statements and card carriers unless the State requests redesign of the statements and card carriers.

Section BBB 1, Responsibilities of the State, states in part:

Enrollment of Payment Recipients. The State will ensure that all prospective cardholders and Cardholders enrolled in the Prepaid Program are bona fide payment recipients of the State or eligible relative(s) of payment recipients (payroll card program only).

STATE OF NEBRASKA STORED VALUE CARD SERVICES

CRITERIA (Concluded)

Nebraska Correctional Services Administrative Regulation 113.02, Inmate Accounting, XI, Community Prepaid Debit Cards, states that inmates assigned to a work release or community facility are issued a prepaid debit card to be used as the inmate's primary means of accessing approved funds for purchases and cash withdrawals.

Regulation 113.02 further states under XI(C):

The prepaid debit card has been restricted to certain merchant codes. This means that it will not be accepted by certain vendors. Funds from an inmate's institutional account will be loaded on the card once a week on Thursday. All institutional checks must be in Central Office Inmate Accounting by Monday for funds to be loaded on Thursday. Should an inmate's institutional check be insufficient no additional funds will be added to the inmate's card until the following week. Funds from other sources are not allowed to be added to this card, only funds authorized via a transfer by Central Office Inmate Accounting.

According to 113.02, XI(E), a listing of acceptable types of vendors will be posted. U.S. Bank-owned ATM's will not charge fees for transactions such as withdrawing cash and balance inquiries. One free withdrawal is allowed every seven calendar days for a non-U.S. Bank ATM, and receipts for all transactions must be retained.

Transaction limitations are noted under 113.02, XI(F), and include the following:

- *One (1) ATM withdrawal per day not to exceed \$40;*
- *Five (5) PIN Based Point of Sale (POS) transactions per day not to exceed \$300 in total;*
- *Five (5) Signature Based POS transactions per day not to exceed \$300 in total;*
- *No withdrawals of cash at a bank via a teller; and*
- *No POS transactions that provide cash back.*

Regulation 113.02 XI(I) states, "Use of an inmate's card will be monitored by staff. Misuse of the card can lead to a misconduct report. Restrictions on use of the card are applicable when on a pass or furlough."

STATE OF NEBRASKA STORED VALUE CARD SERVICES

EXIT CONFERENCE

An exit conference was held June 9, 2014, with the State Treasurer's Office to discuss the results of our examination. Those in attendance for the State Treasurer were:

NAME	TITLE
Don Stenberg	State Treasurer
Ron Carlson	Fiscal Operations Manager – State Accounting
Wes Mohling	Operations Manager – State Accounting
Heidi Wallace	Deputy Director of Treasury Management
Jason Walters	Deputy State Treasurer
Char Scott	Director of Treasury Management

STATE OF NEBRASKA STORED VALUE CARD SERVICES

SUMMARY OF COMMENTS

During our examination of the State of Nebraska Stored Value Card Services, we noted certain deficiencies and other operational matters that are presented here.

These comments and recommendations are intended to improve the internal control over compliance or result in operational efficiencies in the following areas:

1. ***EnterpriseOne Vendor Records:*** Individuals set up in the State's accounting system, EnterpriseOne, as vendors received ReliaCard or AccelaPay payments. However, there was no formal process or authorization form allowing vendors to participate in stored value card services.
2. ***EnterpriseOne History Tracking:*** The State's accounting system did not maintain a history of changes made by employees to the payroll amount loaded onto AccelaPay cards. This lack of information created challenges in reconciling State payroll amounts to U.S. Bank reports.
3. ***Contract Provisions:*** There was no mutually agreed upon contractor performance monitoring tool for monitoring customer service availability as note in the contract. A contract provision for requesting active account information was outdated, as the information was available for download by agencies through online access.

More detailed information on the above items is provided hereafter. It should be noted that this report is critical in nature, containing only our comments and recommendations on the areas noted for improvement and does not include our observations on any strengths of the State of Nebraska.

Draft copies of this report were furnished to the State Treasurer's Office to provide its management with an opportunity to review and to respond to the comments and recommendations contained herein. All formal responses received have been incorporated into this report. Where no response has been included, the State Treasurer's Office declined to respond. Responses that indicate corrective action has been taken were not verified at this time, but they will be verified in the next examination.

STATE OF NEBRASKA STORED VALUE CARD SERVICES

COMMENTS AND RECOMMENDATIONS

1. **EnterpriseOne Vendor Records**

Neb. Rev. Stat. § 81-1117.05 (Cum. Supp. 2012) states:

The Department of Administrative Services may make payments that include, but are not limited to, wages and reimbursable expenses to state employees by electronic funds transfer or a similar means of direct deposit. For purposes of this section, state employee means any person or officer employed by the state who works a full-time or part-time schedule on an ongoing basis.

Nebraska State Accounting Manual, AM-005, Section 40 - Payments for State Employee Wages and Section 41 - Payments for State Employee Expense Reimbursements, state that payment will be made by direct deposit or by electronic funds transfer utilizing a financial institution chosen by the employee or a state authorized debit card

Per DHHS ReliaCard program documentation, payments from other State agencies will not be loaded onto a DHHS ReliaCard.

The APA noted there is an ACH enrollment form available for vendors wanting to receive payment electronically to a bank account they specify; however, there is no enrollment form available for them to receive payment on a ReliaCard or AccelaPay card, as has been allowed in the cases below. Vendors not enrolled to receive ACH payments receive a State warrant for each payment.

One State vendor was also a recipient of aid through a Department of Health and Human Services (DHHS) program. For DHHS aid payments, the individual was assigned a stored value ReliaCard. Address book records used to pay individuals for DHHS aid purposes are not accessible for other agencies to use for vendor payments. However, the Department of Administrative Services (DAS) set up this individual with a vendor address book record, accessible by all State agencies for making payments, and assigned the DHHS ReliaCard account to it upon the individual's request. The Department of Education made two payments totaling \$721 to the individual, which were loaded on the DHHS ReliaCard.

One State employee participated in the DHHS Health Insurance Premium Program (HIPP). The program reimburses an employee's portion of his or her health insurance premium when certain criteria are met. A vendor address book number was set up in the name of the employee's spouse in order to make the HIPP reimbursement payments. The vendor address book number was assigned the employee AccelaPay card account upon the individual's request.

Twenty-six vendor address book records existed that were assigned to AccelaPay cards; however, the individuals were not employees of the State of Nebraska. The individuals received expense reimbursements as part of their participation in DHHS or Department of Education committees or volunteer programs.

STATE OF NEBRASKA STORED VALUE CARD SERVICES

COMMENTS AND RECOMMENDATIONS

(Continued)

1. **EnterpriseOne Vendor Records** (Concluded)

When an individual is set up as a vendor in the State's accounting system, it allows any State agency to make payment to that individual if needed. When payments from other agencies are loaded to stored value cards, individuals may not be aware they have been paid by that method. There is a perceived lack of equality in the available payment options for vendors, as no policies or forms exist for State vendors to enroll in stored value payment programs.

We recommend DAS establish policies and guidelines for the use of stored value cards as a vendor method of payment. We recommend establishing or clarifying Statewide policies and guidelines for restricting paying vendors on cards issued by an existing program established by another State agency.

2. **EnterpriseOne History Tracking**

A good internal control plan includes tracking significant data changes in information systems to ensure an audit trail is available for problem resolution and reconciliation procedures.

Once State employees enroll in the AccelaPay card program, they can change the dollar amount or percentage of pay they want loaded on the card each pay period. EnterpriseOne does not retaining a history of those changes, making the reconciliation of past payment information to U.S. Bank records difficult.

The APA attempted to reconcile December payroll and expense reimbursement payments loaded on AccelaPay cards to U.S. Bank records. With the assistance of DAS, the APA was able to identify some reconciling items. However, a complete reconciliation proved to be impracticable. Of the \$544,695 loaded on AccelaPay cards in December 2013, \$542,398 was traced to EnterpriseOne payroll or expense reimbursement records.

When changes to bank account or stored value card information are not recorded in the State's accounting system, the effort required to perform reconciliation procedures becomes cumbersome.

We recommend reviewing options for capturing changes to employee/vendor bank account records for reconciliation, auditing, and problem-resolution purposes.

3. **Contract Provisions**

The service contract between the State of Nebraska and U.S. Bank provides in section CC 2(f), Customer Service - Availability, "Customer Service availability will be 99% each month as measured by a mutually agreed upon Contractor Performance Monitoring Tool."

STATE OF NEBRASKA STORED VALUE CARD SERVICES

COMMENTS AND RECOMMENDATIONS

(Concluded)

3. Contract Provisions (Concluded)

CC 2(g), Turnover File, states:

A file of active Cardholders for each program will be made available to the State, by a secure website, in Microsoft Excel spreadsheet format by the close of the fifteenth Business Day after the Contractor receives a written request from State to provide the report to the State . . . Contractor will pay liquidated damages to the State for each month that the monthly Customer Service availability (with exceptions provided above) was not met. Category: High

CC 2, Liquidated Damages, states:

Liquidated damages may be charged by the State under this paragraph for each Business Day or partial Business Day the Contractor has failed to perform or comply with certain material requirements in the contract resulting from this RFP, other than failures attributable at least in part to acts, omissions or delays of the State or circumstances beyond the control of Contractor or its agents such as a Force Majeure Event. The damages are categorized as follows:

Critical \$2,500 per day

High \$1,000 per day

Standard \$500 per day

There was no mutually agreed upon contractor performance monitoring tool for monitoring customer service availability, as noted in the contract. Per U.S. Bank, the cardholder contact center was available 100% of the time during the calendar year tested.

A contract provision for requesting active account information was outdated, as the information was available for download by agencies through online access. Per the contract, the State could request a “turnover file” of all active cardholders for the State programs, and U.S. Bank would provide it within 15 business days. The State has access to active cardholder information through “Starview” reports. Additionally, for payments made out of EnterpriseOne, the APA was able to identify cardholders based on system data.

When contract performance monitoring tools are not made available, the State is unable to monitor service levels or assess damages when service levels are not met.

We recommend the State work with the vendor for access to mutually agreed upon monitoring tools and begin monitoring contract performance. We also recommend the State update the contract provisions as new technology or instant online access to information becomes available.

Agency Response: The Treasurer’s Office has worked with the vendor to access mutually agreed upon customer service monitoring tools. The vendor has supplied performance reports covering the months from May 2011 through April 2014, which confirm contract compliance for each of these months, and has committed to sending these reports on a monthly basis in the future. The reports already received show that the vendor’s customer service availability has exceeded the contractual standard every month. Additionally, the Treasurer’s Office will work to update contract provisions as new technology or instant online access to information becomes available.



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STATE OF NEBRASKA STORED VALUE CARD SERVICES

INDEPENDENT ACCOUNTANT'S REPORT

State Treasurer Don Stenberg
Lincoln, Nebraska

We have examined the State of Nebraska's (State) compliance with the Stored Value Card Services contract provisions, State statutes, the State Accounting Manual, and Nebraska Correctional Services Administrative Regulation 113.02 during the calendar year ended December 31, 2013. Management is responsible for the State's compliance with those requirements. Our responsibility is to express an opinion on the State's compliance based on our examination.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants, and the standards applicable to attestation engagements contained in *Government Auditing Standards*, issued by the Comptroller General of the United States and, accordingly, included examining, on a test basis, evidence supporting the State's compliance with those requirements and performing such other procedures as we considered necessary in the circumstances. We believe that our examination provides a reasonable basis for our opinion. Our examination does not provide a legal determination on the State's compliance with specified requirements.

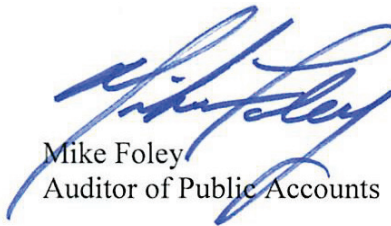
In our opinion, the State complied, in all material respects, with the aforementioned requirements for the year ended December 31, 2013.

In accordance with *Government Auditing Standards*, we are required to report findings of deficiencies in internal control, violations of provisions of contracts or grant agreements, and abuse that could have a material effect on the State's compliance with Stored Value Card Services contract provisions, State statutes, the State Accounting Manual, and Nebraska Correctional Services Administrative Regulation 113.02, and any fraud and illegal acts that are more than inconsequential that come to our attention during our examination. We are also required to obtain the views of management on those matters. We performed our examination to express an opinion on whether the State complied with the requirements referred to above and

not for the purpose of expressing an opinion on internal control and other matters; accordingly, we express no such opinions. Our examination disclosed certain findings that are required to be reported under *Government Auditing Standards*, and those findings, along with the views of management, are described in the Comments Section of the report.

This report is intended solely for the information and use of management, the State Treasurer, others within the State, and the appropriate Federal and regulatory agencies, and it is not intended to be, and should not be, used by anyone other than these specified parties. However, this report is a matter of public record, and its distribution is not limited.

June 10, 2014



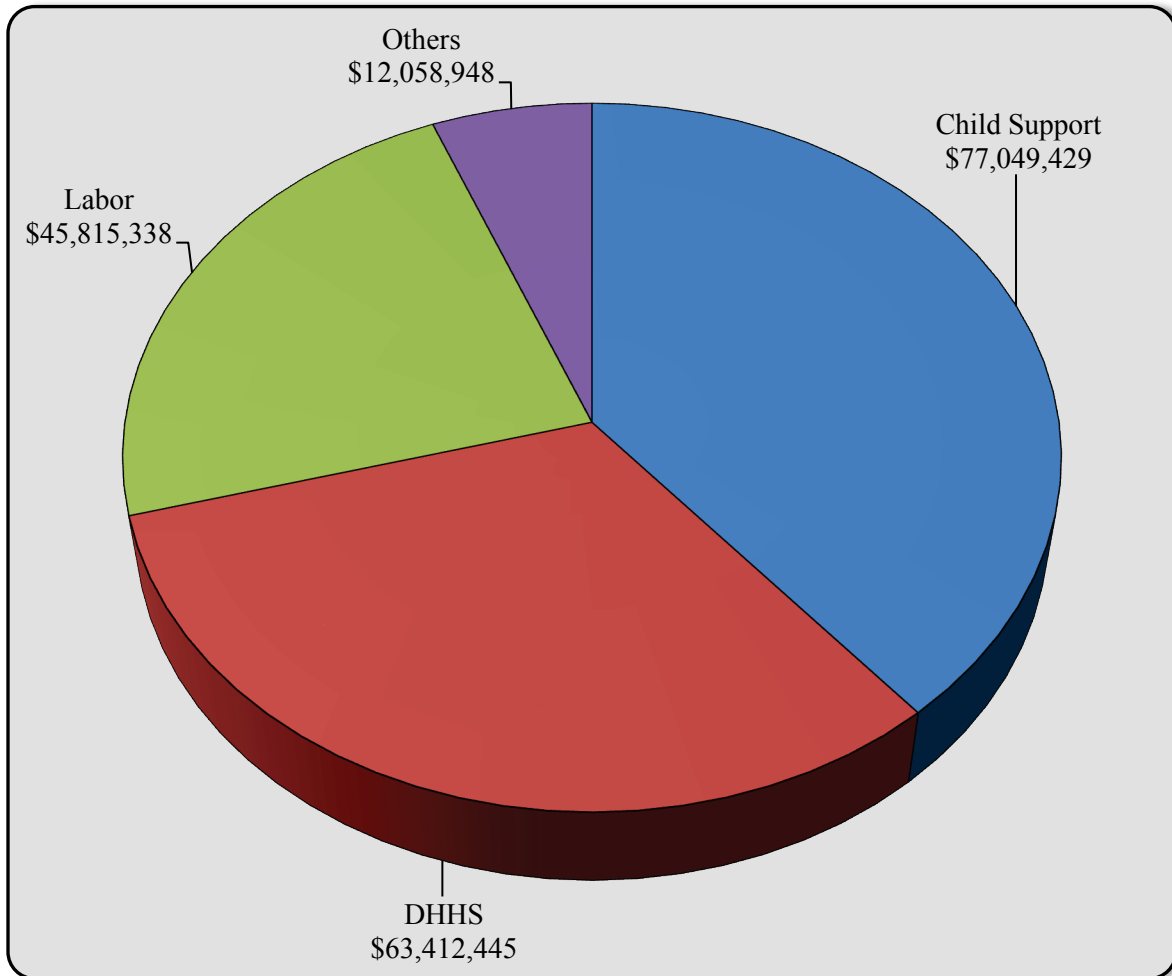
Mike Foley
Auditor of Public Accounts

STATE OF NEBRASKA STORED VALUE CARD SERVICES

SUPPLEMENTARY INFORMATION

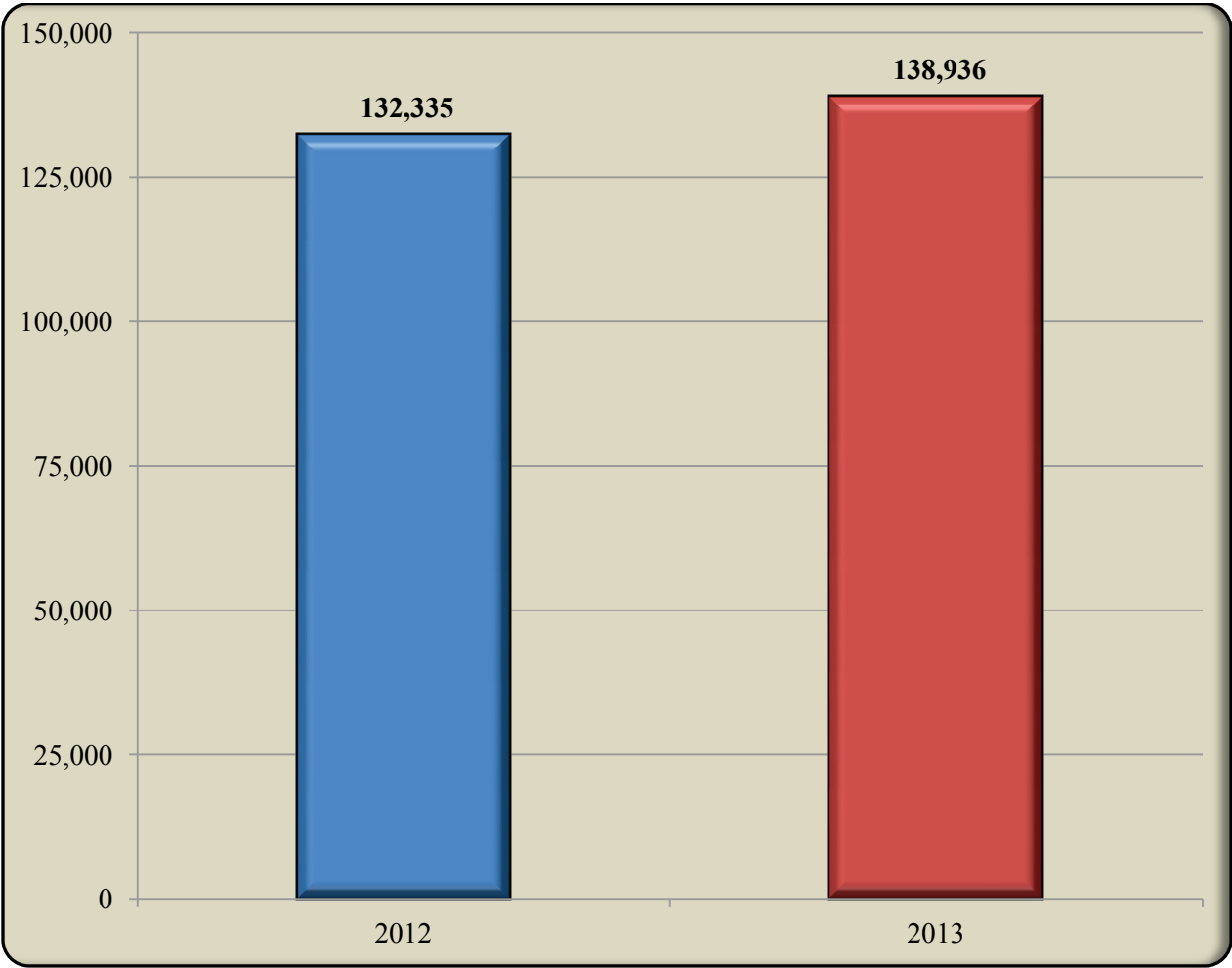
Our examination was conducted for the purpose of forming an opinion on the State's compliance with the Stored Value Card Services contract provisions, State statutes, the State Accounting Manual, and Nebraska Correctional Services Administrative Regulation 113.02. Supplementary information is presented for purposes of additional analysis. Such information has not been subjected to the procedures applied in the examination of the State's compliance with those requirements mentioned above, and, accordingly, we express no opinion on it.

NET AMOUNT LOADED BY AGENCY – CALENDAR YEAR 2013

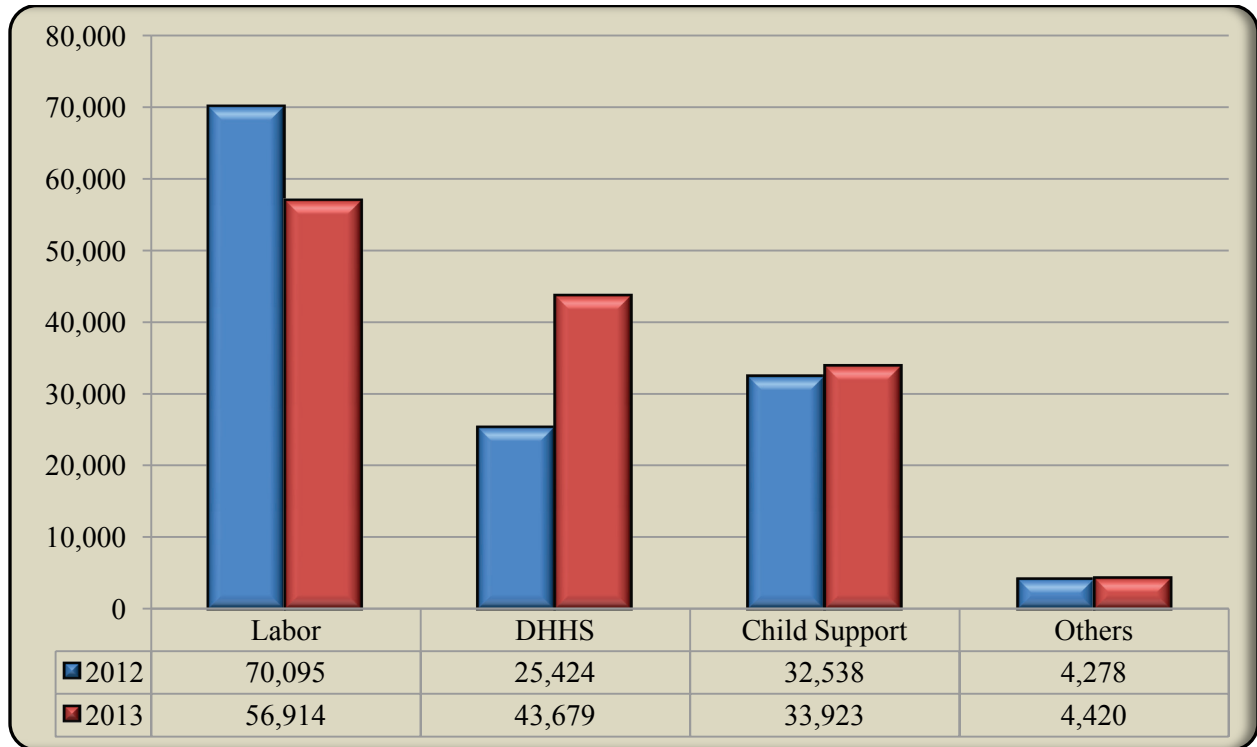


Others	2013
State Payroll	\$ 6,848,582
University Athletics	\$ 2,793,703
Corrections	\$ 1,696,358
University Payroll	\$ 431,773
NPERS	\$ 245,740
Workers' Compensation	\$ 42,432
State Colleges	\$ 360
Others Total	\$ 12,058,948

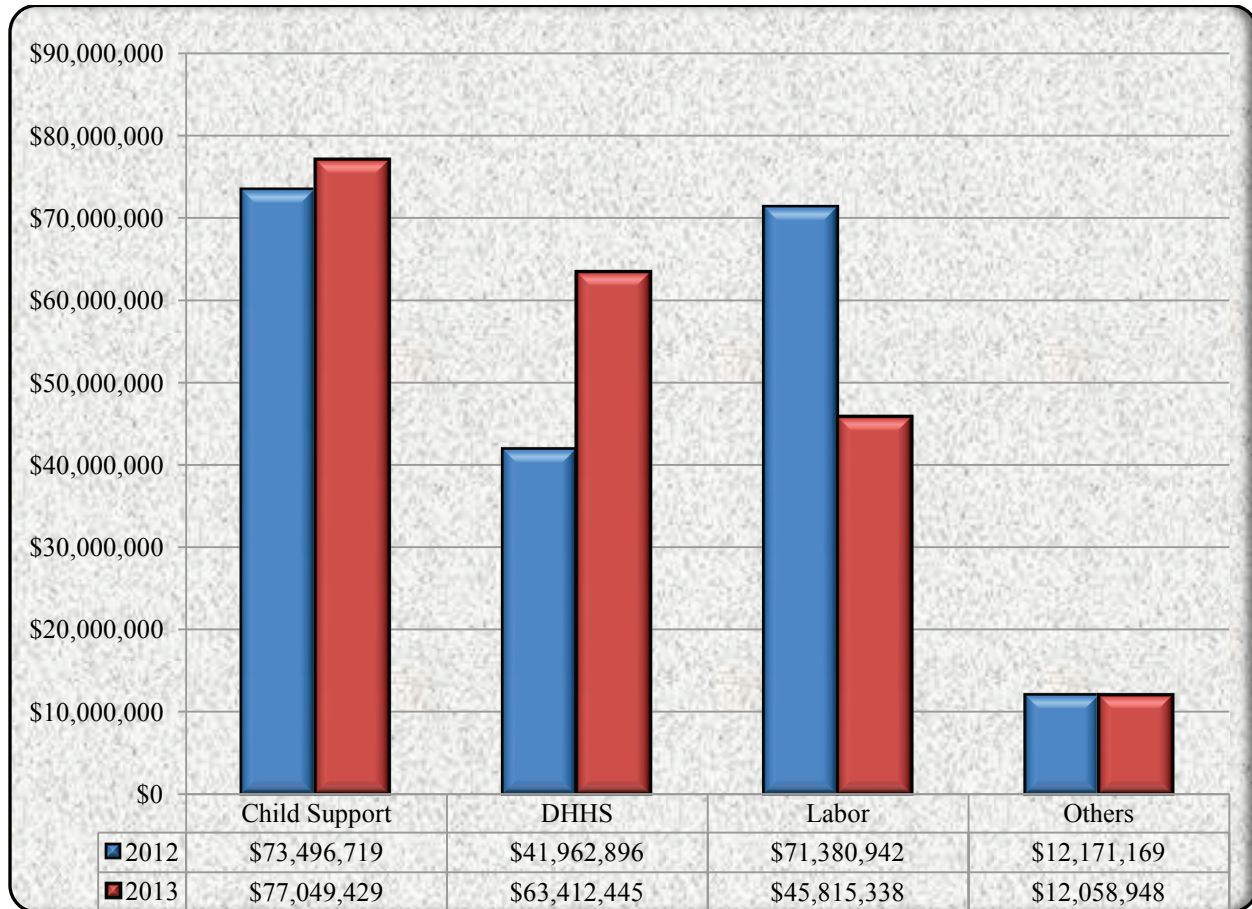
Number of Active Cards as of December 31



Active Cards by Agency as of December 31

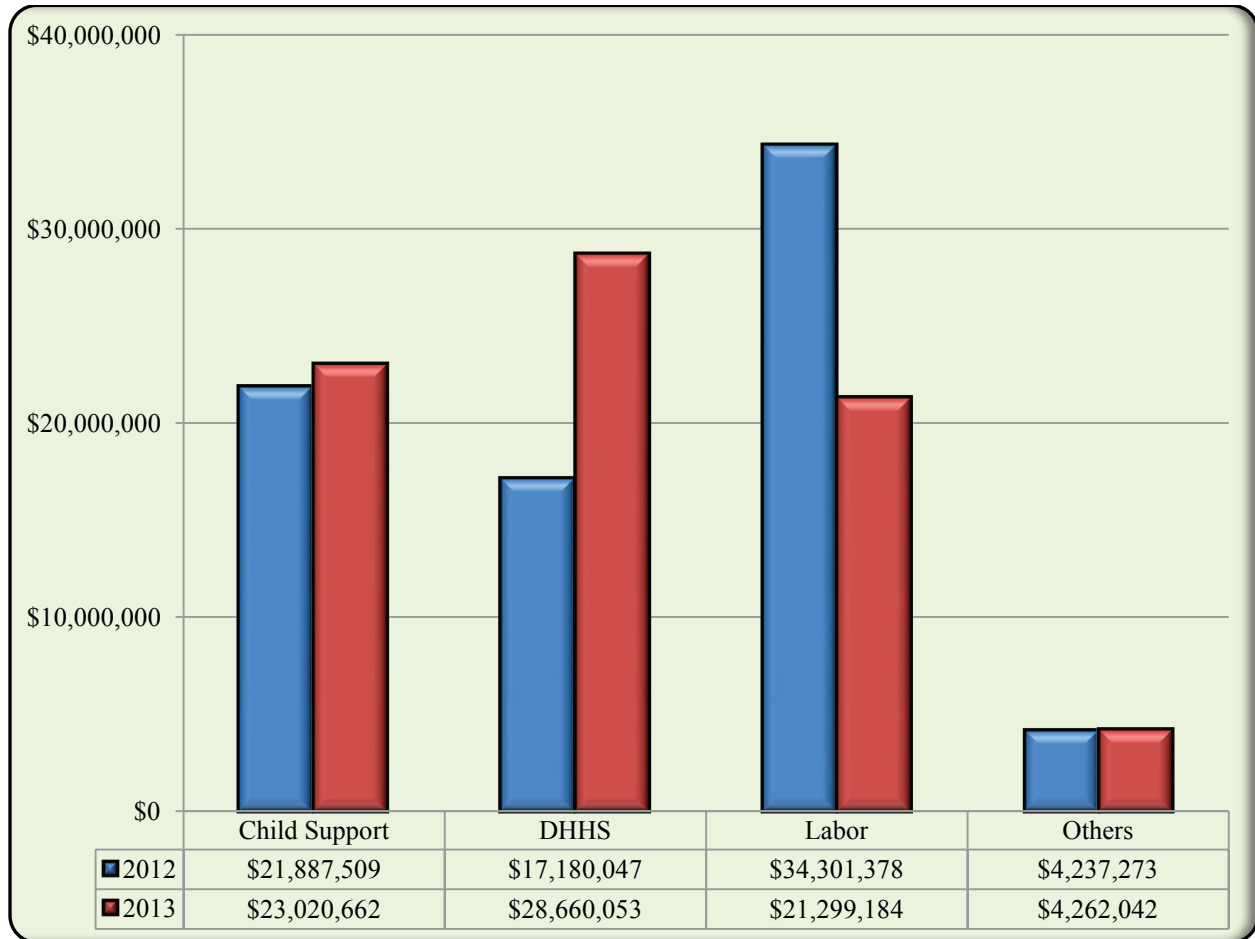


Others	2012	2013
Corrections	2,079	1,984
State Payroll	1,366	1,386
University Athletics	606	701
University Payroll	183	231
Retirement	36	60
Workers' Compensation	0	53
State Colleges	8	5
Others Total	4,278	4,420

Net Amount Loaded by Agency for Calendar Years 2012 and 2013

Others	2012	2013
State Payroll	\$ 7,046,869	\$ 6,848,582
University Athletics	\$ 2,725,189	\$ 2,793,703
Corrections	\$ 1,865,891	\$ 1,696,358
University Payroll	\$ 445,138	\$ 431,773
NPERS	\$ 84,360	\$ 245,740
Workers' Compensation	\$ 0	\$ 42,432
State Colleges	\$ 3,722	\$ 360
Others Total	\$ 12,171,169	\$ 12,058,948

CARDHOLDER ATM WITHDRAWALS



Others	2012	2013
State Payroll	\$ 2,584,210	\$ 2,400,714
University Athletics	\$ 745,874	\$ 905,570
Corrections	\$ 715,801	\$ 720,077
University Payroll	\$ 175,618	\$ 166,011
NPERS	\$ 13,743	\$ 57,847
Workers' Compensation	\$ 0	\$ 11,712
State Colleges	\$ 2,027	\$ 111
Others Totals	\$ 4,237,273	\$ 4,262,042