



OFFICE OF INSPECTOR GENERAL

UNITED STATES POSTAL SERVICE

Fleet Credit Card Controls in the Capital Metro Area

Audit Report

Report Number
DR-AR-16-001

October 22, 2015





OFFICE OF INSPECTOR GENERAL

UNITED STATES POSTAL SERVICE

Highlights

Improving fleet credit card oversight, management, and guidelines will reduce the potential for errors and unauthorized card use.

Background

The U.S. Postal Service operates one of the largest vehicle fleets in the U.S. At the end of fiscal year (FY) 2014, there were over 211,000 vehicles used primarily to deliver and collect mail.

Every postal-owned vehicle is assigned a fleet credit card to be used to pay for its commercially purchased fuel and oil and routine maintenance. During FY 2014, the Postal Service spent over \$602 million in fleet credit card purchases. A site manager (or designee) at each facility where vehicles are assigned monitors fleet credit card purchases in the eFleetCard System.

Specific card controls designed to limit improper card use flag some at-risk transactions as exceptions, such as frequency limits and daily cost limits. These at-risk transactions require review and a written justification for the transaction during a monthly reconciliation process. During fiscal year 2014, the Capital Metro Area fleet credit card purchases totaled more than \$69 million, with \$5.9 million of these costs (8.6 percent) identified as exceptions.

Our objective was to assess the effectiveness of controls over fleet credit cards used in delivery operations in the Capital Metro Area.

What The OIG Found

Controls over fleet credit cards in the Capital Metro Area were not effective. We found fleet credit card reconciliations were not

always properly performed and proper justification comments were not always entered for at-risk transactions. This occurred for 108 of 207 (52 percent) of our randomly selected sample exception transactions, resulting in \$3.1 million in questioned costs. In addition, fleet credit card physical controls were not adequate at seven of 10 delivery units, placing over \$2.9 million of Capital Metro Area assets at risk. We made referrals to our Office of Investigations as appropriate.

These conditions occurred due to inadequate oversight of the fleet credit card reconciliation process, which focuses on completion of reconciliations rather than their accuracy. In addition, units did not always follow policy for securing fleet credit cards.

Improving fleet credit card oversight, management, and guidelines will reduce the potential for error and unauthorized card use.

What The OIG Recommended

We recommended the vice president, Capital Metro Area, ensure site managers reconcile exceptions to receipts, enter proper justification comments for at-risk transactions, and adhere to policy requiring the safeguarding of fleet credit cards when not in use.

Transmittal Letter

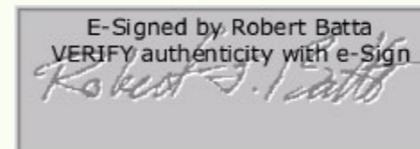


OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

October 22, 2015

MEMORANDUM FOR:

KRISTIN A. SEAVER
VICE PRESIDENT, CAPITAL METRO AREA



FROM:

Robert J. Batta
Deputy Assistant Inspector General
for Mission Operations

SUBJECT:

Audit Report – Fleet Credit Card Controls in the
Capital Metro Area
(Report Number DR-AR-16-001)

This report presents the results of our audit of Fleet Credit Card Controls in the Capital Metro Area (Project Number 15XG018DR000).

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact Rita F. Oliver, director, Delivery Operations, or me at 703-248-2100.

Attachment

cc: Corporate Audit and Response Management

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Findings

Every postal-owned vehicle is assigned a fleet credit card to be used to pay for its commercially purchased fuel, oil, and routine maintenance expenses.

Introduction

This report presents the results of our audit of fleet credit card controls in the Capital Metro Area (Project Number 15XG018DR000). This is a self-initiated audit to assess the effectiveness of controls over fleet credit cards used in delivery operations in the Capital Metro Area. This audit is the first in a series to be conducted by the U.S. Postal Service Office of Inspector General (OIG).

See [Appendix A](#) for additional information about this audit.

Every postal-owned vehicle is assigned a fleet credit card to be used to pay for its commercially purchased fuel, oil, and routine maintenance expenses. Each vehicle driver is assigned a unique personal identification number (PIN) to identify the purchaser. During fiscal year (FY) 2014, Capital Metro Area fleet credit card purchases totaled more than \$69 million, with \$5.9 million of these costs (8.5 percent) identified as exceptions.¹ Fleet credit card purchases are monitored in the eFleet Card System (eFCS)² by a site manager (or designee) for each facility where vehicles are assigned. Specific card control limits flag some high-risk transactions as exceptions³ that must be reconciled monthly.

Summary

Controls over fleet credit cards in the Capital Metro Area were not effective. We found that fleet credit card exception reconciliations were not always properly performed and proper justification comments were not always entered for at-risk transactions. This resulted in \$3.1 million in questioned costs. In addition, physical controls for the cards were not always adequate, placing over \$2.9 million of Capital Metro Area assets at risk.

These conditions occurred due to inadequate oversight of the fleet credit card reconciliation process, which focuses on completion of reconciliations rather than their accuracy. In addition, units did not always follow policy for securing fleet credit cards.

Improving fleet credit card oversight, management, and guidelines will reduce the potential for error and unauthorized card use.

Fleet Credit Card Exception Reconciliations

Our analysis of data for 147 selected delivery units and observations at 10 sites found site managers did not properly perform fleet credit card reconciliations for 108 of 207 (52 percent) randomly selected at-risk transactions⁴ (see [Table 1](#)). Specifically, some site managers⁵ certified reconciliations on the Reconciliation Exception Report⁶ without verification of transactions, adequate supporting documentation, or proper justification.

¹ *Voyager Fleet Card Standard Operating Procedures* (May 2011) identifies exceptions as “unauthorized use and unusual charges”.

² Web-based application in the Fuel Asset Management System.

³ Those with the greatest probability of being generated by fraud or abuse.

⁴ We randomly selected 207 of the 135,594 FY 2014 fleet credit card exception transactions in the Capital Metro Area.

⁵ Site managers can appoint a designee to reconcile fleet credit card transactions.

⁶ According to the *FAMS Reconciliation by Exception Process User Guide*, updated March 5, 2013, the Reconciliation Exception Report was created to capture only high-risk transactions. Users are required to reconcile high-risk exceptions each month using the Reconciliation Exception Report.

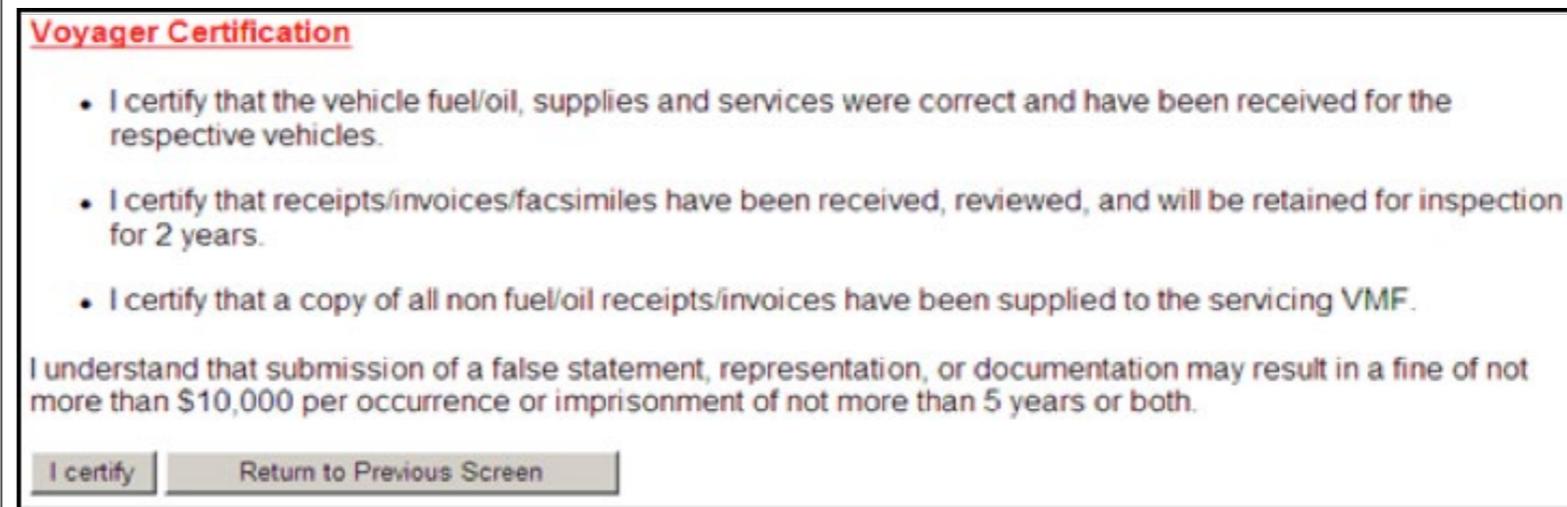
Table 1. Fleet Credit Card Exception Reconciliation

	FY 2014 Capital Metro Total Exception Amount	Number of Improper Reconciliation Exceptions	Percentage of Improper Reconciliation Exceptions	Questioned Costs ⁷
Exceptions Without Supporting Documentation	\$5,931,203	92	44%	\$2,609,729
Exceptions Without Proper Justification		16	8%	474,496
Total	\$5,931,203	108	52%	\$3,084,225

Source: OIG analysis of fleet credit card data from the Fuel Asset Management System (FAMS).

To perform the reconciliation, a “certification of reconciliation” screen appears requiring the responsible individual to certify that due diligence was exercised in verification of transactions and all supporting documents (see Figure 1). Reconcilers are also required to provide proper justification for exceptions by providing comments during the reconciliation process; however, no one is monitoring whether reconcilers are actually reviewing at-risk transactions and documentation for certification or if they are just clicking “I certify” to complete the reconciliation process. According to *Voyager Fleet Card Standard Operating Procedures*⁸ (SOP), site managers are responsible for ensuring monthly reconciliations are completed.

Figure 1. Reconciliation Certification



Source: FAMS Reconciliation by Exception Process User Guide.

⁷ Questioned Costs for exceptions without support documentation and conflicting comments calculated using percentage of exceptions (44 percent and 8 percent respectively), multiplied by the total cost of exceptions(\$5,931,203).

⁸ Dated May 2011.

Receipt Management

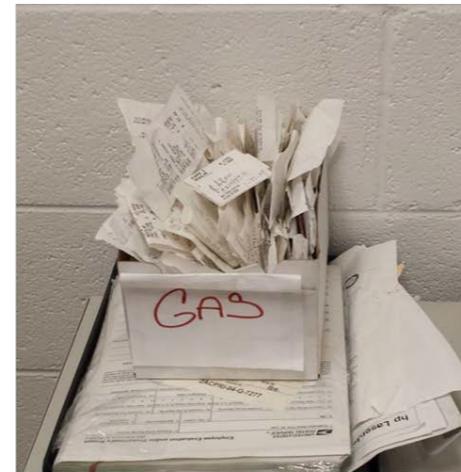
We found that 92 of 207 sampled FY 2014 fleet credit card at-risk transactions (44 percent) were unsupported.⁹ See [Appendix B](#) for the full list of 92 unsupported transactions.

Managing receipts sometimes presented problems. In some cases, we found unorganized and inefficient file maintenance procedures made it very difficult to locate and retrieve supporting documentation. Some units stored receipts in envelopes, while others used mail trays or tubs. Some envelopes contained the month and year while others had only the month and some had neither. See Figure 2 for examples of how receipts were being collected at delivery units.

Figure 2. Records Collection and Storage



Source: OIG Photograph taken April 22, 2015.



Source: OIG Photograph taken May 12, 2015.

An integral part of the reconciliation process is ensuring due diligence by reviewing receipts for the transactions in question. Inability to provide receipts for at-risk transactions indicates that an adequate reconciliation was not completed.

Exception Justifications

Our review found 34¹⁰ of the 207 sample transactions on the *Reconciliation Exception Report* (16 percent) had a justification or comment that did not properly address the exception (see [Appendix C](#) for list of exceptions).

For example:

- An exception for making “too many fuel purchases in a month” had a justification stating that the vehicle has “an oversized fuel tank.” The proper justification should have been “multiple tour usage vehicle” (thereby requiring more frequent fuel purchases).
- An exception for “gallons of fuel purchased exceeds allowed maximum amount” had a justification indicating that the vehicle is assigned a “high mileage route.” The proper justification should have been “the vehicle has an oversize fuel tank.”

⁹ Our review identified 29 of the 92 exceptions without a receipt did provide a form in lieu of a receipt. However, our review of the 29 forms showed that only nine of them were valid. The remaining 20 forms had missing dates or dates that did not coincide with the transaction or reconciliation date.

¹⁰ Of the 34 exception transactions with a conflicting comment, 18 did not have a receipt. Since the 18 are already counted towards questioned costs for no support documentation, we only calculated questioned costs for the remaining 16 exception transactions with a conflicting comment. The remaining 16 exception transactions with a conflicting comment represent 8 percent of the sample, thus we used 8 percent to calculate monetary impact.

A list of potential exceptions that reconcilers are expected to reconcile can be seen in Table 2 below.

Table 2. Exception List

Invalid finance number: Using area default
Non-fuel/non-oil or non-maintenance item purchased
Gallons of fuel purchased exceeds allowed maximum amount
Too many fuel purchases within a single month
Too many charges within a 5-day period on a vehicle card
Duplicate transactions
Transaction over the \$300 limit on a vehicle card
Vehicle not found in VMAS
Vehicle is in storage
Vehicle is disposed of or cannibalized
Driver 0
Non-fuel item purchased on 'M' card
Transaction has bypassed the normal Voyager edit process
Non-standard Postal fleet card numbering

Source: *FAMS Reconciliation by Exception Process User Guide*.

Reconcilers are required to provide comments for exceptions during the reconciliation process. The system automatically prompts the reconciler to add a pre-approved comment from a drop-down list. If none of the pre-approved comments explain the reason for the at-risk transaction, then comments must be typed in the "Other" section. The reconciliation will not be finalized until the note is added. This process was intended to enhance financial internal controls and provide additional information for audit purposes.

During our site visits, one reconciler stated they were told to always select the same comment for every at-risk transaction, regardless of its cause or type. Some reconcilers stated they choose the justification that best fit and reconciled the transaction in the system without reviewing the associated receipts.

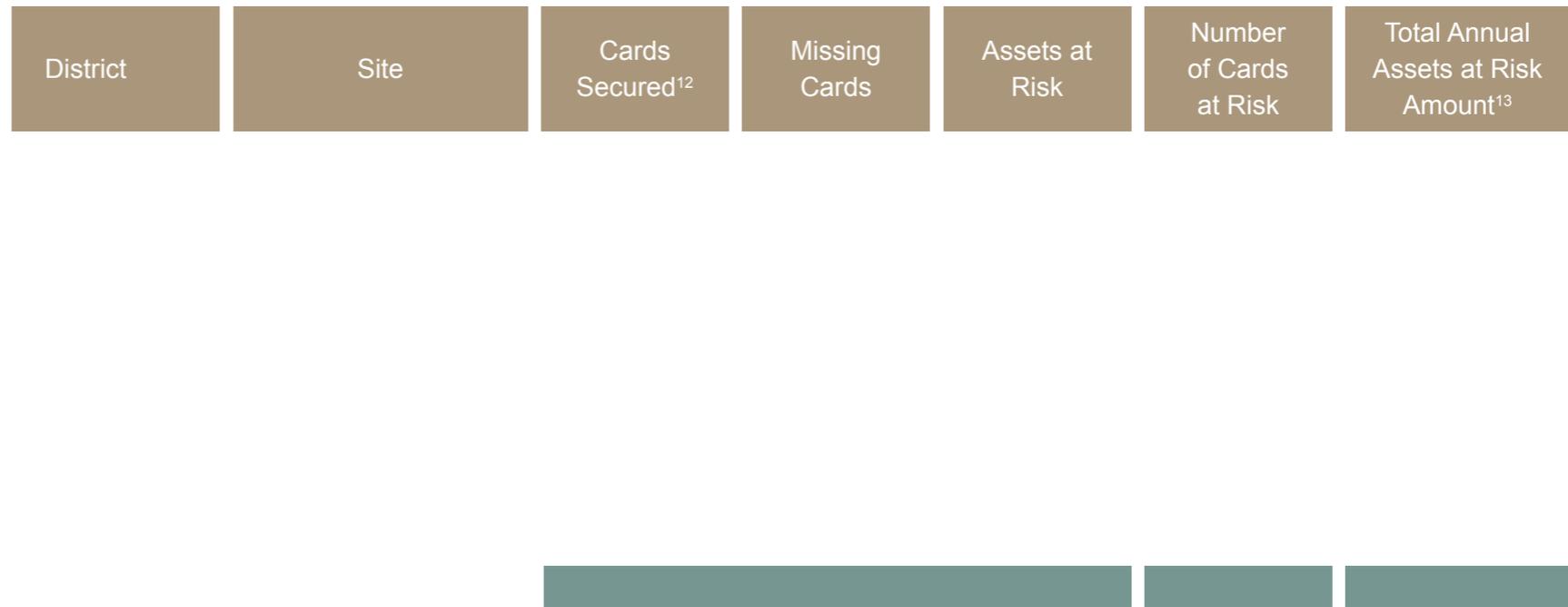
These conditions occurred due to inadequate oversight of the fleet credit card reconciliation process that focuses on the completion of reconciliations rather than the accuracy of reconciliations. Currently, units are monitored by the percentage of exception transactions reconciled, but this process does not ensure due diligence in the reconciliation or the accuracy of procedures.

We made referrals to our Office of Investigations regarding lack of receipts and improper justifications. Failure to properly reconcile exception transactions increases the risk that unauthorized use may be overlooked, which resulted in \$3.1 million¹¹ in questioned costs (see Table 1).

Fleet Credit Card Physical Controls

The Capital Metro Area did not have adequate fleet credit card access and accountability controls, resulting in assets at risk at seven of the 10 reviewed delivery units. The remaining three delivery units were able to account for all of their active cards (see Figure 3).

Figure 3. Fleet Credit Card Physical Controls



Source: OIG Analysis.

11 Questioned costs are based on a projection of the 207 sample exceptions. Our analysis found that 108 of 207 exceptions (52 percent) cannot support that reconciliations were properly performed; therefore, 52 percent of the annual cost of exceptions represents questioned costs of about \$3.1 million.

12 For the purposes of this audit, we considered fleet credit cards to be unsecure if they were not kept in a secure location or there was no standard process for issuing cards.

13 We based the calculation of assets at risk on the maximum monthly limit of the active cards projected for 12 months. The annual projected risk for most active accounts is \$12,000; however, for Laurel, Upper Marlboro, and Gainesville some active accounts varied in annual projected risk from \$6,000-\$300,000 due to varying monthly limits of \$500-\$25,000. For Gainesville, we used the monthly average of all assigned cards to represent one card for the annual projected risk.

14 At the time of our visit, the Northside Carrier Facility had 19 missing cards. Since the facility did not have measures in place to keep cards secure, we consider all 38 cards at this location to be assets at risk.

Fleet Credit Card Access

At four of the 10 sites we visited, fleet credit cards were not physically secured or did not have adequate card accountability procedures. Specifically:

- Two of the four sites used a small card box to retrieve and return fleet credit cards for carriers. These boxes were kept in an unlocked drawer in the middle of the workroom floor and did not require any type of sign-out procedure. See Figure 4 for an example of one of the boxes used to maintain fleet credit cards.
- Six of the ten sites had processes in place to keep the cards secured by locking the cards and/or using a sign-out process; despite these controls, four of the six sites (Loganville, Northside, Stockbridge, and Tucker) could not account for all of their cards on the date of our visit.

Figure 4. Uncontrolled Card Access



Source: OIG photograph taken April 22, 2015.

- Two of the four sites used a binder with card slots to hold fleet credit cards. We found these binders in unsecured work areas and they did not require any type of sign-out procedure.

Fleet Credit Card Accountability

Our review of delivery units in the Capital and Atlanta districts identified the following accountability weaknesses. Specifically:

- At two delivery units we visited in the Capital District and one delivery unit in the Atlanta District, fleet credit cards were used for purchases or maintenance for multiple vehicles to which they were not assigned. When there is no assurance that purchases for a specific vehicle are being attributed to its assigned fleet credit card, it is more difficult to identify unauthorized use.
- At four delivery units we visited in the Atlanta District, management was unable to locate or account for all fleet credit cards assigned to their unit. We identified 26¹⁵ active cards in the Atlanta District¹⁶ where management did not know the card had not been returned, who had the card, or how long the card had been missing.

These conditions occurred because some units had weak physical controls for securing and accounting for fleet credit cards. Units did not adhere to guidance stating that managers are responsible for maintaining and securing fleet credit cards.¹⁷ Furthermore, fleet credit card control guidance is general and does not describe specific steps the site manager should take to physically secure, issue, and account for fleet credit cards to reduce the risk of unauthorized access.¹⁸

During FY 2014, our Office of Investigations closed seven cases of employees misusing fleet credit cards nationwide. Inadequate physical controls over fleet credit cards placed over \$2.9 million of Capital Metro Area assets at risk (see [Figure 3](#)). Improving fleet credit card oversight, management, and guidelines will reduce the potential for errors and unauthorized card use.

¹⁵ The cards in the Atlanta District expired in May 2015, during the course of our audit. We analyzed the missing cards to determine if they had been used. We found purchases were made on 20 of 26 cards in the 12 months prior to our site visit. Purchases were primarily for fuel.

¹⁶ Cards were missing at the following units in the Atlanta District: Loganville, Northside, Stockbridge, and Tucker.

¹⁷ *Voyager Fleet Card Standard Operating Procedures*, dated May 2011.

¹⁸ We plan to conduct a series of fleet credit card control audits and issue a capping report with recommendations to Postal Service Headquarters addressing fleet credit card policy issues; therefore, we will not make a recommendation on this issue.

Recommendations

We recommend management ensure site managers reconcile receipts to the Reconciliation Exception Report; enter proper comments to explain transactions; and adhere to policy requiring the safeguarding of fleet credit cards when not in use.

We recommend the vice president, Capital Metro Area, ensure site managers:

1. Review fleet credit card receipts when using the Reconciliation Exception Report.
2. Enter proper comments to explain transactions in the Reconciliation Exception Report.
3. Adhere to policy requiring the safeguarding of fleet credit cards when not in use.

Management's Comments

Management agreed with the findings and recommendations. However, management disagreed with the monetary and other impacts. Also, management stated they agree that the security of fleet credit cards and the associated personal identification numbers needs to be addressed.

In regards to the monetary impact, management stated they disagree that not having a receipt for the fleet credit card at-risk transactions results in unsupported questioned costs in the amount stated in the report. Also, that the large volume of receipts makes locating the correct receipt very difficult and typically does not yield any useful information.

In regards to the \$2.9 million assets at risk, management stated this is an extreme estimate based on a few observations. Management stated as support the \$2.9 million claimed in the report seems to exceed the total purchase of \$1.1 million during FY 2015 through September 18, 2015. Also, management stated they do not agree that solely because fleet credit cards are not locked up when not in use constitutes a risk to the degree stated in the report; that properly used fleet credit card personal identification numbers (PINs) provide a higher level of security than controlling access to the cards.

In response to recommendation 1, management stated they will disseminate the Capital Metro Area SOPs to all districts using fleet credit cards. This will include a process to collect and store fleet credit card receipts. The target implementation date is January 1, 2016.

In response to recommendation 2, management stated they feel strongly that properly notating reasons for exceptions in FAMS each month is a useful tool that could prevent fraud and theft. Therefore, they will disseminate the Capital Metro Area SOP to the field requiring site managers to provide the correct reason for each exception. The target implementation date is January 1, 2016. Management also stated they would perform a monthly quality check on reasons entered into FAMS for the exceptions.

In response to recommendation 3, management stated they will put a system in place to ensure the fleet credit cards are secured daily and will also require the use of the online fleet commander system. The target implementation date is January 1, 2016.

See [Appendix D](#) for management's comments, in their entirety.

Evaluation of Management's Comments

The OIG considers management's comments responsive to the recommendations and corrective actions taken or planned should resolve the issues identified in the report.

In regards to management's statement that not having a receipt does not constitute an unsupported questioned cost, the OIG

believes that lack of evidence to support the purchase does in fact result in a questioned cost. The transactions in question were initially flagged in the FAMS as an at-risk transaction to be reconciled by the appropriate Postal Service official. Postal Service guidance requires the use of receipts to verify the validity of the transaction. If officials do not verify the accuracy of the purchase through the matching of a receipt, or other appropriate documentation supporting the purchase, then the reconciliation process is not complete and the cost of that transaction is unsupported. The OIG did not question all transactions that did not have supporting receipts, only those transactions that were flagged by the FAMS as at-risk and were subsequently proven to be without verifiable support.

In regards to management's statement about assets at risk claimed in the report, we accept management's figures of actual expenditures, however, the potential risk associated with unsecured cards is based upon the total limit associated with each card deemed to be unsecured and not upon the actual amounts spent on these cards.

Regarding the higher level of protection that properly managed PINs would provide, we found 4 of the 10 sites visited did not have properly secured PIN lists, to include two sites with more than \$2.3 million of the \$2.9 million identified as assets at risk. Should an unsecured card be used for unauthorized purchases, and the reconciliations are not being properly completed, the only limit to the amount of Postal Service assets at risk is the credit limit assigned the card by the issuer. We believe our estimates of unsupported questioned costs and assets at risk are reasonable estimates of the overall risk.

The OIG considers recommendations 1 and 3 significant, and therefore requires OIG concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. These recommendations should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendations can be closed.

Appendices

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Appendix A: Additional Information

Background

The Postal Service operates one of the world's largest transportation and delivery networks, reaching every community, town, and city in the U.S. It relies on an extensive network of contract partners to move mail using its delivery fleet of over 211,000 vehicles, including 190,000 delivery vehicles. This fleet is essential in last-mile delivery for a majority of its residential and business customers. At delivery units across the country, carriers who drive these vehicles on their delivery routes are responsible for ensuring they have adequate fuel.

Since 2000, the Postal Service has been part of the government commercial fleet credit card program under the General Services Administration's SmartPay[®] Program. Voyager Fleet Systems Inc., owned by U.S. Bank, is the contractor responsible for operating the program. All fleet credit card transactions under this program are transmitted to the eFCS,¹⁹ which authorized Postal Service personnel use to reconcile expenses charged to the Voyager credit cards. In FY 2014, Postal Service employees used fleet credit cards to purchase about \$602 million in fuel and repairs. Each postal-owned vehicle has an assigned fleet credit card to pay for fuel and occasional low-cost repair and maintenance items and services. In addition, there is one Voyager card issued to each facility (referred to as a "Z" card) with assigned vehicles. This card is used to pay for repairs that exceed the limit set on the card associated with each vehicle.²⁰

To limit liability due to reconciliation gaps, the Postal Service implemented card limits in eFCS to identify high-risk transactions²¹ as exceptions that must be reconciled monthly. These exception transactions must be verified and justification comments must be entered for each exception during the reconciliation process; therefore, management controls over fleet credit card use is crucial in controlling fuel costs and maintaining the integrity of the program. Some exception categories defined in the *FAMS Reconciliation User Guide* (March 2013) are:

- Too many fuel purchases in a single month.
- Fuel purchases that exceed the allowed maximum amount.
- Non-fuel, non-oil or non-maintenance item purchased.

Objective, Scope, and Methodology

Our objective was to assess the effectiveness of controls over fleet credit cards used in delivery operations in the Capital Metro Area.

To meet our objective, we:

- Obtained and analyzed Postal Service computerized data on fleet credit card use at the area, district, and facility levels. Our analysis included data from the FAMS eFCS.

¹⁹ Web-based application in FAMS.

²⁰ The limit for most Voyager cards issued to vehicles is \$300 per transaction. Costs expected to exceed this amount require approval from the Vehicle Maintenance Facility (VMF) supporting the vehicle post office.

²¹ High-risk transactions refer to those that have the greatest probability of being generated by fraud or abuse.

- Selected a random sample of 207 fleet credit card exception transactions in the Capital Metro Area, which included eight districts and 150 delivery units.
- Calculated the percentage of randomly sampled exception transactions that were improperly reconciled. We applied this percentage to the costs of all Capital Metro exception transactions for FY 2014 to calculate questioned costs.
- Visited ten locations in the Capital Metro Area, two in the Capital District, two in the Northern Virginia District, and six in the Atlanta District.
- Interviewed Postal Service management and staff in the Capital Metro Area and at each location visited to determine what procedures they use to secure, issue, and monitor fleet credit cards assigned to that unit.
- Determined if assets were properly safeguarded.
- Determined the maximum monthly limit for each card at risk and calculated the risk for a 12-month period.
- Reviewed local practices at each delivery unit visited to determine whether managers were properly reconciling questionable transactions according to established Postal Service guidance.

We assessed the reliability of fleet credit card transaction data by comparing our sampled exceptions to the documents maintained at the facilities. We determined that the data were sufficiently reliable for the purposes of this report.

We conducted this performance audit from February through October 2015, in accordance with generally accepted government auditing standards and included such tests of internal controls as we considered necessary under the circumstances. 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. We discussed our observations and conclusions with management on September 11, 2015, and included their comments where appropriate.

Prior Audit Coverage

Report Title	Report Number	Final Report Date	Monetary Impact (in millions)
<i>Voyager Card Program for Highway Contract Routes — Pooling Policy Concerns and Related Overpayments</i>	NO-MA-14-006	9/29/2014	\$42.5
<p>Report Results: Our report determined that the Postal Service has not effectively implemented and managed fuel pooling for HCR suppliers under the HCR Voyager Card Program. It intentionally allowed all HCR suppliers with multiple HCRs to pool their authorized fuel gallons without regard for supplier operational needs or cost benefits for the Postal Service. Consequently, the Postal Service may be paying more in fuel costs than necessary. We recommended management ensure that pooling agreements clearly demonstrate an operational need and that pooling is consistently applied and eliminate the practice of aggregate pooling. Management agreed with the findings and recommendations, but disagreed with some of the monetary impact calculations.</p>			
<i>Voyager Card Program for Highway Contract Routes — Unidentified and Unrecovered Fuel Overpayments</i>	NO-MA-14-001	10/30/2013	\$9.9
<p>Report Results: Our report determined that the Postal Service did not properly identify and recover about \$9.9 million in fuel overpayments to HCR suppliers for fuel year 2009-2010. It failed to collect these overpayments because the HCR Voyager Card Program reconciliation process was not reasonably conducted and documented. We recommended the Postal Service reconduct the 2009-2010 reconciliations in accordance with pooling and reconciliation requirements of the Fuel Management Program and current reconciliation methodology and validate and document results of additional 2009-2010 fuel overpayment determinations and collect these overpayments. Management agreed to evaluate 2009–2010 fuel year reconciliations for any anomalies, disagreed with the monetary impact, and stated they would initiate recovery of funds resulting from evaluation of the 2009–2010 reconciliations.</p>			

Appendix B: Exceptions Not Supported With Receipt

District	Facility	Vehicle/ Card #	Date	Product Name	Total Cost
Atlanta	Ben Hill Station	3301537	8/27/2014	Unleaded	\$37.02
Atlanta	Briarcliff Station	2207478	1/28/2014	Unleaded	34.47
Atlanta	Buford East Carrier Annex	3316275	11/16/2013	Unleaded	29.63
Atlanta	Central City Carrier Annex	3312512	6/19/2014	Unleaded	64.76
Atlanta	Conyers Main Post Office	9200140	8/20/2014	Unleaded	20.57
Atlanta	Douglasville Main Post Office	4300334	8/23/2014	Unleaded	34.90
Atlanta	Duluth Main Post Office	4314506	12/21/2013	Unleaded	20.41
Atlanta	Gainesville Main Post Office	4318026	11/26/2013	Unleaded	15.23
Atlanta	Hampton Post Office	3319581	7/17/2014	Unleaded	17.55
Atlanta	Hapeville Station	1201665	3/25/2014	Diesel	93.82
Atlanta	Lawrenceville North Station	4307231	1/18/2014	Unleaded	21.55
Atlanta	Lithonia Post Office	9217785	5/29/2014	Unleaded Super	37.87
Atlanta	Lithonia Post Office	2210387	8/16/2014	Unleaded	38.01
Atlanta	McDonough Post Office	4315742	11/20/2013	Unleaded	22.57
Atlanta	McDonough Post Office	3301644	1/30/2014	Unleaded	26.03
Atlanta	McDonough Post Office	4318757	6/14/2014	Unleaded	36.83
Atlanta	McDonough Post Office	4315742	9/13/2014	Unleaded	23.00
Atlanta	Monroe Post Office	3319727	12/26/2013	Unleaded	19.38
Atlanta	Monroe Carrier Annex	4310373	12/21/2013	Unleaded	25.59
Atlanta	Newnan Post Office	9215376	12/17/2013	Unleaded	19.79
Atlanta	Newnan Post Office	4300322	9/22/2014	Unleaded	42.11
Atlanta	North Atlanta Branch	2205765	5/9/2014	Unleaded	37.54
Atlanta	North Atlanta Branch	2205785	7/23/2014	Unleaded	29.38
Atlanta	Northside Carrier Annex	2214525	8/7/2014	Unleaded	61.79
Atlanta	Old National Station	2214535	11/23/2013	Unleaded	32.74
Atlanta	Roswell Crosstown Annex	1265705	4/23/2014	Unleaded	24.01
Atlanta	Stockbridge Post Office	4307180	1/21/2014	Unleaded	33.37
Atlanta	Stockbridge Post Office	Z128250	2/11/2014	Miscellaneous	30.32
Atlanta	Tucker Post Office	4300337	2/10/2014	Unleaded	53.18
Atlanta	Tucker Post Office	3319575	4/30/2014	Unleaded	67.02
Atlanta	Watkinsville Post Office	3319565	11/20/2013	Unleaded	28.30
Atlanta	West End Station	4314027	11/15/2013	Unleaded	33.95
Baltimore	Carroll Station (Arlington)	8230236	8/22/2014	Unleaded	65.64

District	Facility	Vehicle/ Card #	Date	Product Name	Total Cost
Baltimore	Carroll Station	3216219	3/26/2014	Miscellaneous	69.00
Baltimore	Druid Station (Baltimore Vehicle Maintenance Facility [VMF])	8230459	10/31/2013	Unleaded Plus	60.00
Baltimore	Parkville Branch	8216340	11/13/2013	Unleaded	49.50
Baltimore	Pasadena Main Office	4301340	4/24/2014	Unleaded	40.01
Baltimore	Pasadena Main Office	4301554	6/23/2014	Unleaded	30.01
Baltimore	Pasadena Main Office	Z237056	6/26/2014	Unleaded	37.66
Capital	Capitol Heights Post Office	Z231420	2/13/2014	Service	52.00
Capital	Friendship Station (Georgetown Annex)	7220032	5/30/2014	Tow	55.00
Capital	Damascus Post Office	8218692	9/23/2014	Unleaded	25.57
Capital	Forestville Branch	Z231421	11/14/2013	Tow	57.00
Capital	Calvert DDC	2203347	1/27/2014	Unleaded	28.83
Capital	Lanham Seabrook Main Office	Z235076	10/6/2013	Tow	51.00
Capital	Largo Kettering Branch	Z239235	8/2/2014	Service	69.00
Capital	Laurel Main Office	8218465	4/17/2014	Unleaded	27.00
Capital	Laurel Main Office	7940050	6/13/2014	Unleaded	30.01
Capital	Sunderland Main Office	Z238784	12/23/2013	Unleaded	46.51
Capital	Upper Marlboro Main Office	4315614	12/21/2013	Unleaded	21.16
Capital	Upper Marlboro Main Office	Z239234	1/4/2014	Service	52.00
Capital	Upper Marlboro Main Office	Z239234	5/14/2014	Service	13.00
Capital	Waldorf Post Office	4300557	5/17/2014	Unleaded	22.50
Greater South Carolina	Burton Branch	3300462	8/19/2014	Unleaded	20.76
Greater South Carolina	Easley Post Office	2216288	1/11/2014	Unleaded	26.41
Greater South Carolina	Greer Post Office	9207322	10/24/2013	Miscellaneous	17.00
Greater South Carolina	Greer Post Office	0202879	12/24/2013	Unleaded	22.00
Greater South Carolina	Greer Main Office	4300856	5/28/2014	Unleaded	26.35
Greater South Carolina	James Island Branch	9210263	11/25/2013	Unleaded	25.52
Greater South Carolina	North Charleston Branch	Z451487	5/20/2014	Unleaded	35.19
Greater South Carolina	North Charleston Branch	4302147	5/24/2014	Unleaded	25.02
Greater South Carolina	Northeast Branch	0206214	1/24/2014	Unleaded	26.02
Greater South Carolina	Northeast Branch	8201121	7/12/2014	Unleaded	16.87
Greater South Carolina	Sandhills Station	9209612	2/27/2014	Unleaded	24.38

District	Facility	Vehicle/ Card #	Date	Product Name	Total Cost
Greensboro	Downtown Station (Greensboro)	8202463	10/17/2013	Unleaded	51.16
Greensboro	Berkeley Station	9211706	5/24/2014	Unleaded	32.32
Greensboro	High Point Post Office	Z363600	2/12/2014	Unleaded	25.81
Greensboro	Wake Forest Main Office	2211543	11/27/2013	Unleaded	29.31
Greensboro	Wake Forest Main Office	2218043	4/12/2014	Unleaded	17.00
Greensboro	Westside Station	4308835	11/22/2013	Unleaded	30.88
Greensboro	Westside Station	4305034	11/22/2013	Unleaded	26.26
Mid-Carolinas	Charlotte Post Office	8224597	1/28/2014	Unleaded	43.00
Mid-Carolinas	Fort Mill Main Office	Z453060	11/19/2013	Unleaded	27.00
Mid-Carolinas	Fort Mill Main Office	9214822	4/22/2014	Unleaded	32.71
Mid-Carolinas	Gastonia Main Office	0226271	12/26/2013	Unleaded	28.98
Mid-Carolinas	Gastonia Main Office	0227752	8/23/2014	Unleaded	49.00
Mid-Carolinas	Lafayette Station	3310761	12/26/2013	Unleaded	34.17
Mid-Carolinas	Lakedale Station	3310815	9/24/2014	Unleaded	15.00
Mid-Carolinas	North Tryon Station	0232261	12/14/2013	Miscellaneous	18.00
Northern Virginia	Kingstowne Branch	3310892	11/27/2013	Unleaded Plus	31.92
Northern Virginia	Gainesville Post Office	Z513468	12/30/2013	Labor	94.60
Northern Virginia	Trade Center Station	2218202	7/12/2014	Unleaded	50.00
Richmond	Amphill Branch	9218283	5/29/2014	Unleaded	36.80
Richmond	Amphill Branch	4309623	7/22/2014	Unleaded	24.25
Richmond	Chesterfield Main Office	4312588	6/23/2014	Unleaded	22.01
Richmond	London Bridge Annex	0227299	6/23/2014	Unleaded	61.25
Richmond	Pocoshock Creek Lane Branch	2208751	1/23/2014	Unleaded Plus	18.68
Richmond	Pocoshock Creek Lane Branch	3312230	1/22/2014	Unleaded	31.50
Richmond	Ridge Branch	8200415	5/27/2014	Unleaded	30.05
Richmond	Suffolk Main Office	0917565	1/27/2014	Unleaded	19.37
Richmond	Suffolk Main Office	8209753	4/21/2014	Unleaded	22.57
Richmond	Williamsburg Main Office	2210702	12/21/2013	Unleaded	27.86
Total					\$3,212.07²²

22 During FY 2014, the Capital Metro Area had fleet credit card purchases of more than \$69 million, with 135,594 exception transactions valued at \$5,931,203 million (8.9 percent). We randomly selected 207 of the 135,594 FY 2014 exception transactions for review. Our analysis found that 92 of the 207 sampled exceptions (44 percent) valued at \$3,212.07 did not have a receipt to support the transaction. We applied the 44 percent for the exceptions without a receipt to the FY 2014 exception transaction universe of \$5,931,203 to determine questioned costs of \$2,609,729.

**Appendix C:
Exceptions With Conflicting
Comments/Justifications**

District	Facility	Vehicle/ Card #	Purchase Date	Product Name	Total Cost	Exception Description	Exception Justification Comment
Atlanta	Cartersville Post Office	9215636	11/30/2013	Miscellaneous	\$35.00	Non fuel/oil or maintenance item purchased	Too many fuel purchases in a single month. 2. Transaction reviewed - confirmed valid; documentation on file. Multiple tour usage vehicle.
Atlanta	Dahlonega Post Office	Z122288	10/2/2013	Tow	\$60.00	Duplicate transactions	Transaction over \$300 limit on a Vehicle card. 1. Transaction reviewed - confirmed valid; documentation sent to local VMF. Emergency repair/towing.
Atlanta	Lithonia Post Office	9217785	5/29/2014	Unleaded Super	\$37.87	Too many fuel purchases in a single month	Given discussion for purchase.
Atlanta	Loganville Post Office	2214442	10/17/2013	Diesel	\$55.69	Gallons of fuel purchased exceeds allowed maximum amount	Too many fuel purchases in a single month. 1. Transaction reviewed - confirmed valid; documentation on file. High Mileage Route.
Atlanta	Loganville Post Office	4300222	11/14/2013	Unleaded	\$19.59	Too many fuel purchases in a single month	I have gas receipt.
Atlanta	Loganville Post Office	4314503	8/23/2014	Unleaded	\$39.01	Too many fuel purchases in a single month	I have gas receipt.
Atlanta	Northside Carrier Annex	2214525	8/7/2014	Unleaded	\$61.79	Gallons of fuel purchased exceeds allowed maximum amount	Too many fuel purchases in a single month. 1. Transaction reviewed - confirmed valid; documentation on file. High Mileage Route.
Atlanta	Stockbridge Post Office	Z128250	2/11/2014	Miscellaneous	\$30.32	Non-fuel/oil or maintenance item purchased	Too many fuel purchases in a single month. 1. Transaction reviewed - confirmed valid; documentation on file. High Mileage Route.

District	Facility	Vehicle/ Card #	Purchase Date	Product Name	Total Cost	Exception Description	Exception Justification Comment
Atlanta	Tucker Post Office	3319575	4/30/2014	Unleaded	\$67.02	Gallons of fuel purchased exceeds allowed maximum amount	Too many fuel purchases in a single month. 1. Transaction reviewed - confirmed valid; documentation on file. High Mileage Route.
Baltimore	Bel Air Main Office	9202899	8/16/2014	Unleaded	\$36.97	Too many fuel purchases in a single month	Gallons of fuel purchased exceeds allowed maximum amount. 1. Transaction reviewed - confirmed valid; documentation on file. Correct card used - oversize vehicle tank.
Baltimore	Druid Station	8230459	10/31/2013	Unleaded Plus	\$60.00	Gallons of fuel purchased exceeds allowed maximum amount	Druid Station failed to send card to VMF after vehicle was transferred and Voyager failed to timely process transfer resulting in charges accruing to VMF rather than Druid. Druid was notified to send receipt to VMF and search for and destroy card records.
Baltimore	Elkridge Branch	9212160	3/21/2014	Unleaded Plus	\$28.01	Too many fuel purchases in a single month	Non fuel/oil or maintenance item purchased. 1. Transaction reviewed - confirmed valid; incorrect product code. Corrective action taken.
Capital	Brookland Station	1200251	12/24/2013	Unleaded	\$55.15	Gallons of fuel purchased exceeds allowed maximum amount	Too many fuel purchases in a single month. 2. Transaction reviewed - confirmed valid; documentation on file. Multiple tour usage vehicle.
Capital	Capital Heights Post Office	Z231420	2/13/2014	Service	\$52.00	Duplicate transactions	Transaction over \$300 limit on a Vehicle card. 1. Transaction reviewed - confirmed valid; documentation sent to local VMF. Emergency repair/towing.

District	Facility	Vehicle/ Card #	Purchase Date	Product Name	Total Cost	Exception Description	Exception Justification Comment
Capital	Forestville Branch	Z231421	11/14/2013	Tow	\$57.00	Duplicate transactions	Transaction over \$300 limit on a Vehicle card. 1. Transaction reviewed - confirmed valid; documentation sent to local VMF. Emergency repair/towing.
Capital	Harwood Main Office	4301665	5/24/2014	Unleaded	\$40.87	Too many fuel purchases in a single month	Gallons of fuel purchased exceeds allowed maximum amount. 1. Transaction reviewed - confirmed valid; documentation on file. Correct card used - vehicle shopped for problem with fuel leak.
Capital	Laurel Main Office	7940050	6/13/2014	Unleaded	\$30.01	Vehicle is in storage	Too many fuel purchases in a single month. 1. Transaction reviewed - confirmed valid; documentation on file. High Mileage Route.
Capital	Upper Marlboro Main Office	Z239234	1/4/2014	Service	\$52.00	Duplicate transactions	Transaction over \$300 limit on a Vehicle card. 1. Transaction reviewed - confirmed valid; documentation sent to local VMF. Emergency repair/towing.
Capital	Upper Marlboro Main Office	Z239234	5/14/2014	Service	\$13.00	Duplicate transactions	Transaction over \$300 limit on a Vehicle card. 1. Transaction reviewed - confirmed valid; documentation sent to local VMF. Emergency repair/towing.
Capital	Woodmoor Station	Z238478	6/10/2014	Unleaded	\$72.73	Too many fuel purchases in a single month	Gallons of fuel purchased exceeds allowed maximum amount. 2. Transaction reviewed - confirmed valid; documentation on file. Incorrect card used; corrective action taken.

District	Facility	Vehicle/ Card #	Purchase Date	Product Name	Total Cost	Exception Description	Exception Justification Comment
Greater South Carolina	Greer Main Office	0202879	12/24/2013	Unleaded	\$22.00	Duplicate transactions	Gallons of fuel purchased exceed allowed maximum amount. 3. Transaction reviewed - confirmed invalid; transaction disputed. Dispute form sent to Voyager; copy retained for records.
Greater South Carolina	James Island Branch	4301572	5/6/2014	Tow	\$72.50	Duplicate transactions	Tow to VMF for repair.
Greater South Carolina	Northeast Branch	8201121	7/12/2014	Unleaded	\$16.87	Too many fuel purchases in a single month	Gallons of fuel purchased exceeds allowed maximum amount. 2. Transaction reviewed - confirmed valid; documentation on file. Incorrect card used; corrective action taken.
Greater South Carolina	Sandhills Station	9209612	2/27/2014	Unleaded	\$24.38	Too many fuel purchases in a single month	Card at northeast Post Office has been blocked.
Greensboro	Downtown Station	8202463	10/17/2013	Unleaded	\$51.16	Gallons of fuel purchased exceeds allowed maximum amount	Used for postal vehicle.
Greensboro	Greensboro Main Office	8215809	1/21/2014	Unleaded	\$27.00	Too many fuel purchases in a single month	Fuel for postal vehicle.
Mid-Carolinas	Lafayette Station	9213540	7/19/2014	Unleaded	\$53.75	Gallons of fuel purchased exceeds allowed maximum amount	Too many fuel purchases in a single month. 1. Transaction reviewed - confirmed valid; documentation on file. High Mileage Route.
Mid-Carolinas	North Tryon Station	0232261	12/14/2013	Miscellaneous	\$18.00	Non fuel/oil or maintenance item purchased	Carrier prepaid for fuel in the retail store instead of using the card reader at the pump.

District	Facility	Vehicle/ Card #	Purchase Date	Product Name	Total Cost	Exception Description	Exception Justification Comment
Mid-Carolinas	Rutherfordton Main Office	Z366776	6/11/2014	Miscellaneous	\$154.51	Non fuel/oil or maintenance item purchased	Too many fuel purchases in a single month. 1. Transaction reviewed - confirmed valid; documentation on file. High Mileage Route.
Mid-Carolinas	Steele Creek Station	4318193	6/20/2014	Tow	\$85.00	Duplicate transactions	Transaction over \$300 limit on a Vehicle card. 1. Transaction reviewed - confirmed valid; documentation sent to local VMF. Emergency repair/towing.
Northern Virginia	Franconia Branch	3310892	11/27/2013	Unleaded Plus	\$31.92	Too many fuel purchases in a single month	Gallons of fuel purchased exceeds allowed maximum amount. 1. Transaction reviewed - confirmed valid; documentation on file. Correct card used - oversized vehicle tank.
Northern Virginia	Gainesville Post Office	Z513468	12/30/2013	Labor	\$94.60	Duplicate transactions	Long-Life Vehicle 3313747 road call to repair tire, left front.
Richmond	Montrose Heights Station	3312323	3/17/2014	Unleaded	\$32.79	Too many fuel purchases in a single month	Carrier purchased only gas.
Richmond	Ridge Branch	8200415	5/27/2014	Unleaded	\$30.05	Too many fuel purchases in a single month	Gallons of fuel purchased exceeds allowed maximum amount. 2. Transaction reviewed - confirmed valid; documentation on file. Incorrect card used; corrective action taken.

Appendix D: Management's Comments

AREA VICE PRESIDENT
CAPITAL METRO AREA OPERATIONS



October 6, 2015

Lori Lau Dillard
Director Audit Operations
Office of Inspector General
United States Postal Service

SUBJECT: Response to OIG Audit Report – Fleet Card Controls in the
Capital Metro Area Report Number DR-AR-15-DRAFT

Thank you for the opportunity to respond to the OIG Audit of Fleet Card Controls in the Capital Metro Area. Capital Metro Area does generally agree with the recommendations made during this audit as they pertain to the former Voyager SOP that was in place at the time this audit began. We do agree that security of cards and PINs in the field needs to be addressed by local management.

Regarding Monetary Impacts-Unsupported Questioned Costs, Capital Metro Area does not agree that simply by not having a receipt from a gas pump the Postal Service has unsupported questioned costs, particularly for the amount assigned to this portion. As all data for transactions made with Voyager Cards is sent electronically each week to FAMS the data is available, and possibly to a more detailed degree, than what is shown on most receipts. Looking only at the month of August 2015, there were 145,097 transactions in total for Capital Metro Area per FAMS data. Of these, 12,238 were flagged as potential exceptions making 8.43% of the total receipts. This very large volume of receipts in some cases makes locating the correct receipt very difficult and typically does not yield any useful information once located.

Regarding Other Impacts-Assets or Accountable Items at Risk, Capital Metro Area does not agree that solely because Voyager Cards are not locked up at all times when not being used does this constitute a risk to the degree cited in the audit. The Voyager Card does require a PIN to be used by any employee and the utilization of a properly managed PIN list would provide a higher level of protection than simply having them locked away. When this audit began, the Voyager SOP in place did not require use of the Voyager Fleet Commander Online system. An updated Voyager Fleet Card SOP was published in July 2015 requiring the use of Fleet Commander by the site manager. Capital Metro Area will be requiring all sites to use this process. Addressing the amount at risk cited in the report of more than \$2.9 million dollars, we feel this is an extreme estimate based on a few observations and not on the data. In the case of the seven sites visited that make up the \$2.9 million, an analysis of all purchases made over the entire year through September 18, 2015 indicates these seven sites only spent a total of \$1.1 million.

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GAITHERSBURG MD 20898-9998
301-548-1410
FAX: 301-548-1434

District	Site	Vehicle Total YTD thru 9/25/15	OIG Amount At Risk
Capital	Laurel	\$251,407.70	\$1,404,000.00
	Upper Marlboro	\$169,809.27	\$978,000.00
Northern Virginia	Gainesville	\$253,361.83	\$16,839.00
Atlanta	Loganville	\$133,365.85	\$12,000.00
	Northside Carrier Annex	\$75,616.04	\$456,000.00
	Stockbridge	\$161,153.12	\$24,000.00
	Tucker	\$82,555.88	\$48,000.00
Total All Vehicle Purchases		\$1,127,269.69	\$2,938,839.00
*Data pulled from FAMS on 9/25/15 using Vehicle Total Report- YTD Amount (May not include last week of September Data)			

Recommendation #1

We recommend the Vice President, Capital Metro Area, ensure site managers review fleet credit card receipts when using the Reconciliation Exception Report.

Management Response/ Action Plan

Capital Metro Area agrees that the current Voyager SOP does make this a requirement, and as such, should be implemented at every site. To ensure this recommendation is put in place, a Capital Metro Area SOP will be sent to all districts for dissemination to every site utilizing Voyager Cards. This will include a process to collect and store these receipts.

We do think this policy needs to be readdressed at the national level due to the electronic data that is currently available within the FAMS system. We also believe the time spent by a manager or supervisor collecting and separating fuel receipts each day and week, to later have to go back through them to find receipts for exceptional purchases, would be better spent managing the local operation.

Target Implementation Date

January 1, 2016

Responsible Official

Steven Darragh, Area Controller
Kevin McAdams, Area Manager Operations Support

Recommendation #2

We recommend the Vice President, Capital Metro Area, ensure site managers enter proper comments to explain exceptions in the Reconciliation Exception Report.

Management Response/ Action Plan

Capital Metro Area agrees that exceptional purchases should be properly notated in FAMS each month for the previous month's purchases. As this is a useful tool that provides data for analysis that could possibly prevent fraud and theft, we feel strongly that the site manager needs to accurately indicate the reason for each exceptional purchase. The Capital Metro Area SOP that will be disseminated to the field will require each site manager to address each exceptional purchase with the correct reason.

Due to the fact that there is no way of compiling the actual notes entered into FAMS, no data is available for analysis at the District or Area level. We would ask that this data be provided in some manner each month so that a quality check could be conducted for the reasons indicated in FAMS.

Target Implementation Date

January 1, 2016

Responsible Official

Steven Darragh, Area Controller
Kevin McAdams, Area Manager Operations Support

Recommendation #3

We recommend the Vice President, Capital Metro Area, ensure site managers adhere to policy requiring the safeguarding of fleet credit cards when not in use.

Management Response/ Action Plan

Capital Metro Area agrees that security of the Voyager Cards is important, and particularly so for the PINs assigned to postal employees. As the card is not usable without the PIN, we feel that strong PIN management is the driving force behind ensuring all transactions made are valid and for postal needs. The Capital Metro Area Voyager SOP will include language to put a system in place to ensure the cards are secured daily and will also require the use of the Voyager Fleet Commander Online system.

Target Implementation Date

January 1, 2016

Responsible Official

Steven Darragh, Area Controller
Kevin McAdams, Area Manager Operations Support


Kristin Seaver



OFFICE OF
**INSPECTOR
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UNITED STATES POSTAL SERVICE

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