



Office of Inspector General | United States Postal Service

Audit Report

Voyager Fleet Card Management - Great Lakes Area

Report Number DR-AR-18-002 | February 23, 2018



Table of Contents

Cover	
Highlights.....	1
Objective	1
What the OIG Found.....	1
What the OIG Recommended	1
Transmittal Letter	2
Results.....	3
Introduction/Objective	3
Background.....	3
Finding #1: Voyager Fleet Card Exception Reconciliations	3
Recommendation #1.....	4
Finding #2: Missing and Unsecured Voyager Fleet Cards.....	5
Recommendation #2.....	5
Recommendation #3.....	5
Finding #3: Personal Identification Number Management	6
Recommendation #4	6
Other Matters	7
Management’s Comments.....	8
Evaluation of Management’s Comments	8
Appendices.....	9
Appendix A: Additional Information	10
Scope and Methodology	10
Prior Audit Coverage.....	11
Appendix B: Unit Management Turnover	12
Appendix C: Voyager Fleet Card Inventory.....	14
Appendix D: Unsecured Voyager Fleet Cards.....	17
Appendix E: Voyager Personal Identification Number Management	19
Appendix F: Voyager Fleet Card Non-Exception Premium Fuel Transactions Analysis	22
Appendix G: Management’s Comments.....	25
Contact Information	28

Highlights

Objective

Our objective was to assess the effectiveness of internal controls over Voyager fleet cards used in delivery operations in the Great Lakes Area.

U.S. Bank manages the Voyager Fleet Systems credit card program for the U.S. Postal Service, and actively monitors transactions to identify potentially fraudulent use of credit cards. Every Postal Service-owned vehicle is assigned a Voyager card to pay for fuel, oil, and routine vehicle maintenance. Monthly, site managers are responsible for reconciling card transactions identified as high-risk, such as purchases that exceed the fuel purchase limit.

The Great Lakes Area has 1,411 sites with 32,808 Voyager cards. The total amount charged to these cards in fiscal year (FY) 2016 was \$67,005,537; transactions totaling \$3,506,684 were flagged as high risk, requiring reconciliation. We selected the Great Lakes Area for audit based on the high fleet card costs and number of exception transactions.

What the OIG Found

Controls over Voyager fleet cards in the Great Lakes Area were not always effective. Our review and analysis of a proportional sample of 207 of the 94,044 exception transactions in FY 2016 and visits to 54 sites identified:

- Site managers did not properly perform Voyager Fleet card reconciliations for 114 of 207 (55 percent) randomly selected high-risk transactions.
- At 54 selected sites, 579 of 2,549 (23 percent) fleet cards were missing.
- Site managers at 48 of 54 visited sites (89 percent) did not conduct a semi-annual formal review of the employee Personal Identification Number (PIN) lists in the Voyager Fleet Commander Online (FCO) website.

Additionally, during our fieldwork we identified:

- 962 of 3,837 (25 percent) active PINs were assigned to employees that were either fired, retired or transferred to another unit;
- 92 of the 3,837 (2 percent) drivers had multiple PINs assigned;
- Supervisors shared their PINs with employees;
- 344 of the 3,837 (9 percent) drivers did not have a current PIN assigned for their duty station and either used their old PIN or another driver's PIN.

We made referrals to our Office of Investigations, as appropriate.

These issues occurred due to insufficient management oversight. Specifically, district management did not always ensure Voyager card monthly reconciliations were completed and certified for high-risk transactions listed on the *Reconciliation Exception Report*. Also, at 22 of the 54 selected sites, there were numerous temporary/detailed managers with little to no training or access to the Fuel Asset Management System (FAMS) to perform reconciliations and certify these transactions. Further, site managers were unaware of the required security controls to manage and secure fleet cards and employee PIN lists. We estimated the Great Lakes Area incurred \$1.9 million in questioned costs for unsupported high-risk transactions in fiscal year 2016.

What the OIG Recommended

We recommended management ensure Site Managers/Reconcilers follow the Voyager Standard Operating Procedures for monthly reconciliations and provide access to FAMS. We also recommended management require site managers to report all missing Voyager fleet cards to Voyager/US Bank, and provide site managers with eFleet Card and Voyager Fleet Commander Online training in delivery units where needed.

Transmittal Letter



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

February 23, 2018

MEMORANDUM FOR: ERICA A.BRIX
ACTING VICE PRESIDENT, GREAT LAKES AREA

E-Signed by Janet Sorensen
VERIFY authenticity with eSign Desktop 


FROM: Janet M. Sorensen
Deputy Assistant Inspector General
for Retail, Delivery, & Marketing

SUBJECT: Audit Report – Voyager Fleet Card Management -
Great Lakes Area (Report Number DR-AR-18-002)

This report presents the results of our audit of the Voyager Fleet Card Management -
Great Lakes Area (Project Number 17RG021DR000).

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
and Retail Operations, or me at 703-248-2100.

Attachment

cc: Corporate Audit Response Management
Vice President, Delivery Operations

Results

Introduction/Objective

This report presents the results of our self-initiated audit of the U.S. Postal Service's Government Voyager Fleet Card Management (Project Number 17RG021DR000). Our objective was to assess the effectiveness of internal controls over Voyager fleet cards used in delivery operations in the Great Lakes Area. See [Appendix A](#) for additional information about this audit.

Background

U.S. Bank manages the Voyager Fleet Systems credit card program for the U.S. Postal Service and actively monitors transactions to identify potentially fraudulent use of credit cards. Every Postal Service-owned vehicle is assigned a Voyager card. The card is used to pay for fuel, oil, and routine vehicle maintenance. Each month, site managers are responsible for reconciling the Voyager card transactions identified as high-risk, such as purchases that exceed the fuel purchase limit.

“Voyager provides an electronic transaction detail file to the Postal Service, which contains all fuel and maintenance purchases”

Voyager provides an electronic transaction detail file to the Postal Service, which contains all fuel and maintenance purchases. The San Mateo Electronic Data Operations Center sends these detail transactions, which are consolidated by the Postal Service Fuel Asset Management System (FAMS), into a single invoice, which is then transmitted to the Postal Service Accounts Payable system for payment.

To ensure accurate reporting and detect fraud, the transaction detail information in FAMS includes a *Reconciliation Exception*

Report to capture high-risk transactions. Site managers are required to use

the report in FAMS to reconcile the purchases, request over-limit expenditure approval from the Vehicle Maintenance Facility (VMF) manager, update driver information to Voyager, and retain invoices and receipts. If the site manager determines that a transaction is not authorized¹ they must submit the *USPS Voyager Account Dispute Form(s)* to Voyager Fleet Services via email, fax or mail. Disputes must be filed within 30 days of the transaction. Records documenting the reconciliation and receipts for all transactions must be retained for two years.

Employees responsible for reconciling Voyager fleet transactions are required to complete the online eFleet Card for Site Manager Training Course. VMF managers are responsible for ordering cards of newly acquired vehicles and changing card limits.

The Great Lakes Area has 1,411 sites with 32,808 Voyager cards. The total amount charged to these cards in fiscal year (FY) 2016 was \$67,005,537; transactions totaling \$3,506,684 were flagged as high risk, requiring reconciliation. We selected Great Lakes Area for audit based on the high fleet card costs and number of exception transactions.

Finding #1: Voyager Fleet Card Exception Reconciliations

Site managers did not properly perform Voyager Fleet card reconciliations for 114 of 207 (55 percent) randomly selected high-risk transactions. This resulted in over \$1.9 million in questioned costs (see [Table 1](#)).

“The Great Lakes Area has 1,411 sites with 32,808 Voyager cards. The total amount charged to these cards in fiscal year (FY) 2016 was \$67,005,537; transactions totaling \$3,506,684 were flagged as high risk, requiring reconciliation”

¹ *Voyager Fleet Card Standard Operating Procedures (SOP)*, Section 4, Account Responsibilities, November 3, 2016.

Table 1. U.S. Postal Service Office of Inspector General (OIG) Analysis of Voyager Fleet Card Exception Reconciliation

Exception Type	Number of Improper Reconciliation Exceptions	Percentage of Improper Reconciliation Exceptions	Questioned Costs
Exceptions Without Supporting Documentation	112	54	\$1,893,609
Exceptions Without Proper Justification	2	1	\$35,067
Total	114	55	\$1,928,676

Source: OIG analysis of Voyager fleet card data from FAMS.

Our review and analysis determined that 112 of the 114 high-risk transactions did not have supporting documentation (see Table 2) and the remaining 2 of the 114 high-risk transactions did not have proper justification comments, which included fuel, non-fuel/oil or maintenance items purchases, and duplicate transactions.

Table 2. Voyager Fleet Card Transaction Analysis

Districts	Number of Unsupported Transactions	Unsupported Amount
Central Illinois	16	\$427
Chicago	10	715
Detroit	29	765
Gateway	7	442
Greater Indiana	16	365
Greater Michigan	10	210
Lakeland	24	938
	112	\$3,861

Source: OIG analysis of the Fuel Asset Management System data.

According to the Voyager SOP, site managers must review the eFleet reports for unauthorized use and unusual charges and that every attempt should be made to secure a receipt or supporting documents for each transaction.²

These conditions occurred due to a lack of the site manager/reconciler oversight of the Voyager fleet card reconciliation process. Specifically, the district did not always ensure site managers certified and reconciled high-risk transactions from the *Reconciliation Exception Report* in the FAMS module with receipts and supporting documentation each month.

During our fieldwork at the selected units, we noted that 22 of the 54 sites visited had temporary/detailed management personnel assigned to the Site Manager/ Reconciler role who were responsible for performing the monthly reconciliations (see [Appendix B](#)). These individuals were hindered in performing this task because they could not locate Voyager fleet card receipts, had no access to FAMS, and received no training on reconciling high-risk transactions to dispute irregularities that may have occurred during the month. We made referrals to our Office of Investigations, as appropriate.

Recommendation #1

We recommend the vice president, Great Lakes Area, direct District Managers to ensure site managers, permanent or detailed, follow the Voyager Standard Operating Procedures for Monthly Reconciliations and provide access to FAMS.

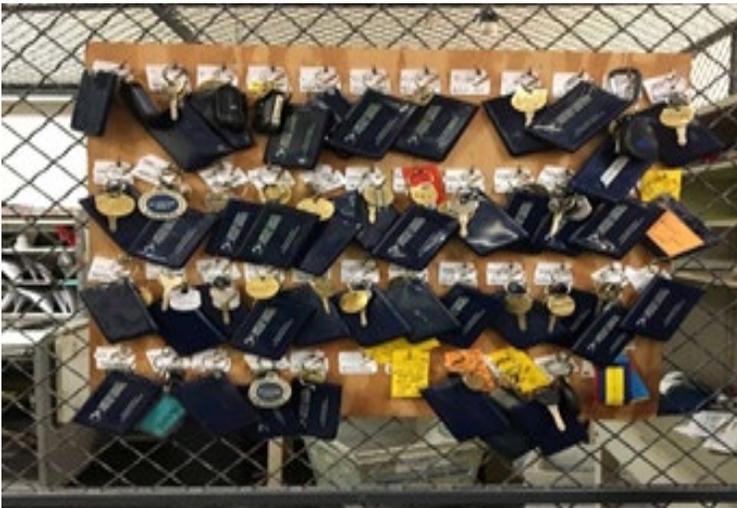
² *Voyager Fleet Card SOP*, Section 4, Account Reconciliation, November 3, 2016.

Finding #2: Missing and Unsecured Voyager Fleet Cards

We found 579 of 2,549 (23 percent) Voyager fleet cards at 54 selected sites were missing, and 35 additional cards were not listed or a part of the US Bank Card Report. Site managers/reconcilers did not contact Voyager/U.S. Bank and complete the *USPS Voyager Card Account Maintenance Request Form* to report lost or stolen cards (see [Appendix C](#)). These cards were authorized for purchases of up to \$9 million.³

Our observations at 24 sites found Voyager fleet cards located and stored in desk drawers, unlocked wall cabinets, in Long-Life Vehicles (LLV) overnight, and in carriers' workstation drawers (see Figures 1 and 2). Also, off-duty personnel were permitted to take the Voyager fleet cards home (see [Appendix D](#)). During fieldwork, two units⁴ took immediate action, completed and submitted the *USPS Voyager Card Account Maintenance Request Form*.

Figure 1. Unsecured Voyager Cards



Source: OIG photograph taken October 17, 2017.

Figure 2. Voyager Card Stored in LLV



Source: OIG photograph taken October 6, 2017.

Postal Service policy requires if a card is lost or stolen, the driver must immediately notify the site manager, who is required to contact Voyager/US Bank.⁵ In addition, cards should never be carried by off-duty personnel, left in unattended vehicles, or in other locations with unrestricted accesses.⁶

This occurred because site managers had not completed the eFleet Card training course for site managers which outlines Voyager fleet card security controls and the proper reporting of lost or stolen cards.

Recommendation #2

We recommend the vice president, Great Lakes Area, direct District Managers to ensure site managers/reconcilers report all missing Voyager fleet cards to Voyager/US Bank.

Recommendation #3

We recommend the vice president, Great Lakes Area, direct District Managers to ensure site managers/reconcilers complete the eFleet Card for Site Manager training, where needed.

³ Cards at risk include any credit card listed under the wrong finance number because the station will not be able to view the transactions under the station's finance number to reconcile transactions. In addition, we included missing cards, additional cards, and unsecured cards as assets at risk.

⁴ Indianapolis – Bacon Station and Indianapolis – Wanamaker Station.

⁵ *Voyager Fleet Card SOP*, Section 5.2, Lost/Stolen Cards, November 3, 2016.

⁶ *Transportation Asset Management Postal Vehicle Fuel Card*, October 22, 2007.

Finding #3: Personal Identification Number Management

Site managers/reconcilers did not always manage their employee Personal Identification Number (PIN) lists or verify that the information was current, accurate and complete. At 48 of the selected sites (89 percent), no PIN semi-annual formal reviews occurred. Further, 40 (74 percent) units did not use the Voyager Fleet Commander Online (FCO) application to maintain PINs.

During our fieldwork, we identified:

- 962 of 3,837 (25 percent) active PINs were assigned to employees that were either fired, retired or transferred to another unit;
- 92 of 3,837 drivers (2 percent) had multiple PINs assigned;
- Supervisors shared their PINs with employees;
- 344 of 3,837 (9 percent) drivers did not have a current PIN assigned for their duty station and either used their old PIN or another driver's PIN (see [Appendix E](#)).

This occurred because site managers/reconcilers had not completed the eFleet Card for Site Manager training to learn how to conduct the reviews and maintain updated PIN list.

Postal Service policy requires site managers to assign each driver with a randomly assigned PIN to be used with each card transaction to identify the individual authorizing the transaction. In addition, the site manager is required to complete a formal semi-annual review of the PIN List and notify Voyager of any personal changes requiring a PIN addition, deletion or changes. Also, the site manager is responsible for terminating PINs when an employee leaves the Postal Service or transfers to another unit and for assigning PINs to new employees that require a PIN.⁷

Completing the semi-annual reviews reduces the possibility of fraud or misuse of the Voyager fleet cards and PIN compromise. We made referrals to our Office of Investigations, as appropriate.

⁷ *Voyager Fleet Card SOP*, Section 2, PIN Management, November 3, 2016.



Recommendation #4

We recommend the vice president, Great Lakes Area, direct District Managers to provide Voyager Fleet Commander Online training to sites, where needed.

Other Matters

The OIG analyzed non-high-risk transactions⁸ for fiscal year (FY) 2016 and identified unauthorized grades of fuel and the drivers' prepaid fuel transactions. During our fieldwork at the selected 54 sites, we identified 4,702 non-flagged transactions for premium fuel⁹ and diesel purchases totaling \$133,566 (see Appendix F). In addition, we found six¹⁰ delivery units drivers were prepaying fuel purchases instead of swiping the Voyager fleet card at the pump card reader (see Figures 3 and 4). Premium fuel purchases are not listed as part of the FAMS 14 high-risk transactions site managers are to identify on the high-risk exception list. Therefore, reconcilers are not required to reconcile these transactions unless flagged for another exception.

Figure 3. Premium Fuel Transaction



Source: OIG photograph taken October 4, 2017.

Figure 4. Prepay Transaction



Source: OIG photograph taken October 3, 2017.

According to Postal Service policy,¹¹ all postal vehicles certified for unleaded gasoline must be fueled with unleaded regular or gasohol. In addition, driver's instructions¹² do not provide an option for prepayment of gasoline.

During discussions at sites, managers indicated they were not aware of the policy to only purchase regular unleaded for LLVs, or question drivers making prepaid fuel transactions and

“During our fieldwork at the selected 54 sites, we identified 4,702 non-flagged transactions for premium fuel and diesel purchases totaling \$133,566.”

⁸ In order to ensure accurate reporting and detect fraud, the transaction detail information in FAMS includes a *Reconciliation Exception Report* to capture high-risk transactions.

⁹ We included plus, super and premium unleaded fuel purchases.

¹⁰ Belleville Main Post Office, Belleville - Dutch Hollow Station, Hazelwood Main Post Office, Saint Louis - Southwest Station, Indianapolis - Nora Branch, and Indianapolis - Speedway Branch.

¹¹ Handbook 701, *Fleet Management*, updated October 2008, Section 373.1, Fuel Type.

¹² U.S. Bank Voyager Fleet Card Driver Guide, 2014.

review receipts during the monthly reconciliation. Area management indicated in our discussions that pre-payments for gasoline are not authorized for vehicles. We plan to evaluate these types of purchases in future audit work.

Management's Comments

Management agreed with our findings, recommendations and monetary impact.

In response to recommendation 1, management will issue instructions to district managers directing site managers follow the Voyager Standard Operating Procedures when performing the monthly reconciliation and obtain access to FAMS.

In response to recommendation 2, management will provide written instructions to district managers to ensure site managers/reconcilers report all missing/lost Voyager fleet cards to Voyager/US Bank immediately in accordance with established policy and procedures.

In response to recommendation 3, management will issue a letter of instruction to district managers to ensure recommended training is completed and recorded in the Learning Management System for site managers/reconcilers.

In response to recommendation 4, management will provide district managers with instructions directing them to ensure sites complete the required Voyager Fleet Commander Online training and that they will be responsible for the proper management and security of the PINs.

Management's target implementation date for recommendations 1-4 is March 30, 2018.

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

Evaluation of Management's Comments

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

All recommendations require OIG concurrence before closure. The OIG requests written confirmation when corrective actions are completed. All 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

Click on the appendix title below to navigate to the section content.

- Appendix A: Additional Information 10
 - Scope and Methodology 10
 - Prior Audit Coverage 11
- Appendix B: Unit Management Turnover 12
- Appendix C: Voyager Fleet Card Inventory 14
- Appendix D: Unsecured Voyager Fleet Cards 17
- Appendix E: Voyager Personal Identification Number Management 19
- Appendix F: Voyager Fleet Card Non-Exception Premium Fuel Transactions Analysis 22
- Appendix G: Management’s Comments 25

Appendix A: Additional Information

Scope and Methodology

Our objective was to assess the effectiveness of controls over Voyager fleet cards used in delivery operations in the Great Lakes Area.

To meet our objective, we:

- Obtained and analyzed Postal Service computerized data on Voyager fleet cards used at the area, district, and facility levels. Our analysis included data from FAMS and the eFleet Card System (eFCS).
- Reviewed laws, regulations, and guidance related to the government commercial fleet card program under the General Services Administration's SmartPay® Program and the Voyager Fleet Systems Inc.
- Analyzed data in all seven districts to determine which delivery units to conduct site visits. Selected a proportional sample of Voyager fleet card exception transactions in the Great Lakes Area to review.
- Selected a proportional sample of 207 of the 94,044 FY 2016 Voyager fleet card exception transactions in the Great Lakes Area. Based on the 157 delivery units in our sample, we selected a total of 48 sites based on location and value of transactions. We also visited six judgmentally selected delivery units based on locations near the original 48 sites, for a total of 54 sites visited.
- Calculated the percentage of the proportional sample of 207 high-risk exception transactions that were improperly reconciled. We applied this percentage to the costs of all Great Lakes Area exception transactions for 2016 to calculate questioned costs by multiplying the total cost of high-risk exceptions.
- Completed analysis of the 207 sampled exception transactions. We reviewed supporting documentation receipts/invoices and justification comments supporting high-risk exception transactions.

- Reviewed local practices at each delivery unit visited to determine whether managers were properly reconciling questionable transactions according to established Postal Service policies.
- Performed on-site observations to verify if Voyager fleet card procedures were being followed.
- Interviewed Postal Service management and staff in the Great Lakes Area and at each location to determine what procedures they used to secure, issue, and monitor Voyager fleet cards assigned to that unit.
- Conducted physical observations at 54 facilities (53 delivery units and one district office) to determine whether Voyager cards were properly safeguarded.
- Obtained and analyzed the maximum monthly limit for each card at risk and calculated the risk for a 12-month period (FY 2016).

We conducted this performance audit from August 2017 through February 2018 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 objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. We discussed our observations and conclusions with management on January 31, 2018, and included their comments where appropriate.

We assessed the reliability of computer generated data from the Postal Service's FAMS and U.S. Bank's Fleet Commander System data by reviewing related documentation and correspondence, internal controls, and interviewing knowledgeable Postal Service personnel. We determined the data were sufficiently reliable for the purposes of this report.

Prior Audit Coverage

Report Title	Objective	Report Number	Final Report Date	Monetary Impact (Millions)
<i>Fleet Specialty Credit Cards - Eastern Area</i>	To assess the effectiveness of controls over Voyager fleet specialty credit cards in the Eastern Area.	DR-AR-17-002	3/23/2017	\$9.9
<i>Voyager Fleet Card Controls - Southern Area</i>	To assess the effectiveness of controls over Voyager fleet cards used in delivery operations in the Southern Area.	DR-AR-16-009	9/19/2016	\$8.5
<i>Fleet Credit Card Controls in the Capital Metro Area</i>	To assess the effectiveness of controls over Voyager fleet cards used in delivery operations in the Capital Metro Area.	DR-AR-16-001	10/22/2015	\$3.1

Appendix B: Unit Management Turnover

District	Site/Delivery Unit	Management on Detailed Assignment	Management < 1 year at Delivery Unit
Central Illinois			
	Joliet Post Office	X	
	Romeoville Post Office	X	
	Romeoville - Lockport Annex	X	
	Saint Charles Post Office	X	X
	Schaumburg Post Office	X	
	Schaumburg - Roselle Branch	X	X
Chicago			
	Chicago - Daniel J. Doffing Station	X	
	Chicago - Fort Dearborn Station		X
	Chicago - Irving Park Station		X
	Chicago - Loop Station		X
	Chicago - Morgan Park Station	X	X
Detroit			
	Detroit District Office	X	
	Troy Main Post Office	X	X
Gateway			
	Hazelwood Post Office	X	X
	Hazelwood - Maryland Heights Branch	X	X
	Saint Charles Post Office		X
	Saint Peters Post Office		X

District	Site/Delivery Unit	Management on Detailed Assignment	Management < 1 year at Delivery Unit
Greater Indiana			
	Indianapolis - Speedway Branch		X
	Indianapolis - Wanamaker	X	
Greater Michigan			
	Bryon Center Post Office	X	
	Grand Rapids Main Post Office	X	X
	Grand Rapids - East Paris Station	X	X
	Grand Rapids - Kentwood Branch	X	X
	Grand Rapids - Northeast Station	X	X
	Holland Post Office		X
	Hudsonville Post Office	X	X
	Lowell Post Office	X	
	Muskegon Post Office	X	
Lakeland			
	Burlington Post Office	X	X
	Milwaukee - Teutonia Station		X
	Oconomowoc Post Office		X
Totals		22	21

Source: OIG Analysis.

Appendix C: Voyager Fleet Card Inventory

District	Location	Total Fleet Cards Assigned	Missing Cards	Extra Cards
Central Illinois				
	Joliet Post Office	132	16	2
	Naperville - Naper West Station	32	1	1
	Romeoville Post Office	49	8	2
	Romeoville - Lockport Annex	32	7	1
	Saint Charles Post Office	84	8	0
	Schaumburg Post Office	87	31	0
	Schaumburg - Roselle Branch	26	2	0
Chicago				
	Chicago - Daniel J. Doffyn Station	73	39	4
	Chicago - Fort. Dearborn Station	101	36	1
	Chicago - Irving Park Station	49	8	0
	Chicago - Loop Station	118	74	0
	Chicago - Morgan Park Station	45	25	0
	Chicago - Rogers Park Station	56	16	3
Detroit				
	Ann Arbor Post Office	136	21	0
	Bloomfield Hills Post Office	70	9	0
	Detroit CS District Office	N/A	N/A ¹⁵	N/A
	Saline Post Office	22	4	0
	Taylor Post Office	84	13	0

District	Location	Total Fleet Cards Assigned	Missing Cards	Extra Cards
	Troy Post Office	109	14	0
Gateway				
	Belleville Post Office	110	16	8
	Belleville - Dutch Hollow Station	N/A	N/A ¹⁴	N/A
	Hazelwood Post Office	63	14	0
	Hazelwood - Maryland Heights Branch	3	0	0
	Saint Charles Post Office ¹⁵	N/A	N/A	N/A
	Saint Louis - Maryville Gardens Station	54	44	2
	Saint Louis - Southwest Station	59	50	3
	Saint Peters Post Office	50	3	0
Greater Indiana				
	Carmel Post Office	65	0	0
	Indianapolis - Bacon Station	59	32	2
	Indianapolis - New Augusta Branch	34	5	0
	Indianapolis - Nora Branch	61	16	1
	Indianapolis - Speedway Branch	22	7	1
	Indianapolis - Wanamaker Branch	48	2	1
Greater Michigan				
	Bryon Center Post Office	14	0	0
	Caledonia Post Office	18	0	0
	Grand Rapids Main Post Office	60	10	0
	Grand Rapids - East Paris Station	N/A	N/A ¹⁶	N/A

District	Location	Total Fleet Cards Assigned	Missing Cards	Extra Cards
	Grand Rapids – Kentwood Branch	23	0	0
	Grand Rapids – Northeast Station	N/A	N/A	N/A
	Holland Post Office	N/A	N/A	N/A
	Hudsonville Post Office	21	0	0
	Kalamazoo – Hub Station	23	14	0
	Kalamazoo – Westwood Station	59	10	0
	Lowell Post Office	12	0	0
	Muskegon Post Office	66	0	0
	Rockford Post Office	31	0	0
Lakeland				
	Brookfield Post Office	55	2	0
	Burlington Post Office	24	0	0
	Germantown Post Office	26	2	0
	Higher Learning Commission – Franklin Branch	46	7	3
	Milwaukee – Teutonia Station	21	6	0
	Oconomowoc Post Office	37	1	0
	Racine – West Racine Station	46	6	0
	Waukesha – New Berlin Branch	34	0	0
Totals		2,549	579	35

Source: OIG analysis and Voyager U.S. Bank Card Listing Reports.

13 We did not inventory the Voyager or specialty cards at the Detroit CS District office during our visit on September 7, 2017.

14 Bel-Dutch Hollow Station's Voyager Credit Cards inventory are merged with Belleville Post Office and share the same finance number in Voyager/U.S. Bank.

15 We did not inventory the Voyager or specialty cards at the Saint Charles Post Office during our visit on October 2, 2017.

16 We did not verify the active fuel credit cards at the Grand Rapids – East Paris Station, Grand Rapids – Northeast Station, or Holland Station because the carriers were out for daily deliveries.

Appendix D: Unsecured Voyager Fleet Cards

District	Site/Delivery Unit	Fleet Cards Unsecure During Business Hours	Fleet Cards Unsecured Overnight
Central Illinois	Romeoville Post Office	X	
	Romeoville - Lockport Annex	X	
Chicago	Chicago - Irving Park	X	
	Chicago - Morgan Park	X	
Detroit	Ann Arbor Main Post Office		X
	Saline Main Post Office	X	
Gateway	Taylor Main Post Office	X	
	Belleville Post Office	X	
	Hazelwood - Maryland Heights Branch	X	
	Saint Louis - Maryville Gardens Station	X	X
	Saint Louis - Southwest Station	X	
Greater Indiana	Carmel Post Office	X	
	Indianapolis - New Augusta Branch	X	X
	Indianapolis - Nora Branch	X	
	Indianapolis - Speedway Branch	X	X
Greater Michigan	Grand Rapids - Kentwood Branch	X	
	Muskegon Post Office	X	

District	Site/Delivery Unit	Fleet Cards Unsecure During Business Hours	Fleet Cards Unsecured Overnight
Lakeland	Brookfield Post Office	X	X
	Burlington Post Office	X	
	Germantown Post Office	X	X
	Higher Learning Commission- Franklin Branch	X	
	Oconomowoc Post Office	X	
	Racine - West Racine Station	X	
	Waukesha - New Berlin Branch	X	X
Totals		23	7

Source: OIG Auditor Observations and Analysis.

Appendix E: Voyager Personal Identification Number Management

District	Unit Name	Fleet Commander Online Used to Manage PINs	Site Manager Conducts Semi-Annual Review	Number of PINs on Voyager US Bank Driver Report	Number of PINs that should have been deactivated	Number of employees with multiple PINs assigned	Number of carriers without PINs assigned
Central Illinois	Joliet Post Office	X		156	8	0	0
	Naperville - Naper West Station			5	2	0	0
	Romeoville Post Office			65	22	0	0
	Romeoville - Lockport Annex			32	24	0	0
	Saint Charles Post Office			76	1	0	0
	Schaumburg Post Office			101	22	1	0
	Schaumburg - Roselle Branch			19	6	0	0
Chicago	Chicago - Daniel J. Doffyn Station			115	22	7	5
	Chicago - Fort. Dearborn Station			151	10	10	29
	Chicago - Irving Park Station	N/A ¹⁷	N/A	N/A	N/A	N/A	N/A
	Chicago - Loop Station			133	2	2	0
	Chicago - Morgan Park Station			86	29	0	15
	Chicago - Rogers Park Station			75	4	0	5
Detroit	Ann Arbor Post Office			301	114	10	0
	Bloomfield Hills Post Office	N/A	N/A	N/A	N/A	N/A	N/A
	Detroit CS District Office	N/A	N/A	N/A	N/A	N/A	N/A
	Saline Post Office			27	22	0	0
	Taylor Post Office	X		138	84	2	0
	Troy Post Office	N/A	N/A	N/A	N/A	N/A	N/A

District	Unit Name	Fleet Commander Online Used to Manage PINs	Site Manager Conducts Semi-Annual Review	Number of PINs on Voyager US Bank Driver Report	Number of PINs that should have been deactivated	Number of employees with multiple PINs assigned	Number of carriers without PINs assigned
Gateway	Belleville Post Office			176	16	4	3
	Belleville – Dutch Hollow Station	N/A	N/A	N/A	N/A	N/A	N/A ¹⁸
	Hazelwood Post Office	X	X	81	1	0	1
	Hazelwood – Maryland Heights Branch	N/A	N/A	N/A	N/A	N/A	N/A
	Saint Charles Post Office	N/A	N/A	N/A	N/A	N/A	N/A
	Saint Louis – Maryville Gardens Station			87	9	5	8
	Saint Louis – Southwest Station			84	10	0	17
	Saint Peters Post Office			66	0	0	0
Greater Indiana	Carmel Post Office	X		95	0	0	0
	Indianapolis – Bacon Station			104	21	5	0
	Indianapolis – New Augusta Branch			46	6	0	0
	Indianapolis – Nora Branch			136	28	29	0
	Indianapolis – Speedway Branch			28	0	0	0
	Indianapolis – Wanamaker Branch			72	12	0	0

¹⁷ We did not complete the PIN inventory at the Chicago – Irving Park Station, Bloomfield Hills Post Office, Detroit District Office, and Troy Post Office.

¹⁸ Voyager PIN List was merged with other units.

District	Unit Name	Fleet Commander Online Used to Manage PINs	Site Manager Conducts Semi-Annual Review	Number of PINs on Voyager US Bank Driver Report	Number of PINs that should have been deactivated	Number of employees with multiple PINs assigned	Number of carriers without PINs assigned
Greater Michigan	Bryon Center Post Office			31	8	0	2
	Caledonia Post Office			44	19	0	5
	Grand Rapids Main Post Office	X		170	111	0	42
	Grand Rapids - East Paris Station	X		140	68	3	26
	Grand Rapids - Kentwood Branch			27	13	0	30
	Grand Rapids Northeast Station	X		78	30	0	21
	Holland Post Office			104	16	0	11
	Hudsonville Post Office	X		34	3	0	3
	Kalamazoo - Hub Station	X		7	7	0	0
	Kalamazoo - Westwood Station			99	41	6	35
	Lowell Post Office			19	4	0	4
	Muskegon Post Office			67	25	0	64
	Rockford Post Office	X	X	66	9	2	18
Lakeland	Brookfield Post Office			129	58	0	0
	Burlington Post Office			44	4	0	0
	Germantown Post Office	X	X	48	12	0	0
	HLC - Franklin Branch	X	X	71	4	4	0
	Milwaukee - Teutonia Station			38	26	1	0
	Oconomowoc Post Office	X	X	64	4	1	0
	Racine - West Racine Station			72	19	0	0
	Waukesha - New Berlin Branch	X	X	30	6	0	0
Totals		14	6	3,837	962	92	344

Source: OIG Auditor Observations and Analysis.

Appendix F: Voyager Fleet Card Non-Exception Premium Fuel Transactions Analysis¹⁹

District	Site/Delivery Unit	Total Number of Premium Fuel and Diesel Transactions ²⁰	Total Amount Premium Fuel and Diesel Transactions
Central Illinois			
	Joliet Post Office	195	\$4,597
	Naperville - Naper West Station	17	417
	Romeoville Post Office	113	2,205
	Romeoville - Lockport Annex	17	491
	St. Charles Post Office	87	1,866
	Schaumburg Post Office	25	822
	Schaumburg - Roselle Branch	2	51
Chicago			
	Chicago - Daniel J. Doffyn Station	136	8,250
	Chicago - Fort Dearborn Station	209	10,947
	Chicago - Irving Park Station	96	5,142
	Chicago - Loop Station	224	13,195
	Chicago - Morgan Park Station	54	1,896
	Chicago - Rogers Park Station	24	1,280
Detroit			
	Ann Arbor Main Post Office	86	3,702
	Bloomfield Hills Main Post Office	36	1,315
	Detroit District Office	52	1,437
	Saline Main Post Office	156	2,927
	Taylor Main Post Office	215	4,874
	Troy Main Post Office	16	371

District	Site/Delivery Unit	Total Number of Premium Fuel and Diesel Transactions ²⁰	Total Amount Premium Fuel and Diesel Transactions
Gateway			
	Belleville Post Office	29	1,018
	Belleville – Dutch Hollow Station	31	736
	Hazelwood Post Office	11	318
	Hazelwood – Maryland Heights Branch	18	519
	Saint Charles Post Office	4	91
	Saint Louis – Maryville Gardens Station	353	11,086
	Saint Louis – Southwest Station	34	1,149
	Saint Peters Post Office	13	295
Greater Indiana			
	Carmel Post Office	485	9,161
	Indianapolis – Bacon Station	49	952
	Indianapolis – New Augusta Branch	62	1,438
	Indianapolis – Nora Branch	66	1,523
	Indianapolis – Speedway Branch	19	514
	Indianapolis – Wanamaker Branch	16	406
Greater Michigan			
	Bryon Center Post Office	16	291
	Caledonia Post Office	117	2,077
	Grand Rapids Main Post	30	788
	Grand Rapids - East Paris Station	236	5,329
	Grand Rapids – Kentwood Branch	123	2,387

District	Site/Delivery Unit	Total Number of Premium Fuel and Diesel Transactions ²⁰	Total Amount Premium Fuel and Diesel Transactions
	Grand Rapids - Northeast Station	26	541
	Holland Post Office	44	969
	Hudsonville Post Office	31	503
	Lowell Post Office	34	740
	Kalamazoo - Hub Station	85	4,033
	Kalamazoo - Westwood Station	266	4,913
	Muskegon Post Office	264	5,596
	Rockford Post Office	24	558
Lakeland			
	Brookfield Post Office	52	1,176
	Burlington Post Office	36	697
	Germantown Post Office	47	1,574
	Higher Learning Commission - Franklin Branch	246	4,125
	Milwaukee - Teutonia Station	26	1,184
	Oconomowoc Post Office	33	727
	Racine - West Racine Station	9	198
	Waukesha - New Berlin Branch	7	169
Totals		4,702	\$133,566

Source: OIG Analysis and Fuel Asset Management System.

¹⁹ Unit management at Saline Post Office stated that most of the premium fuel transactions were coding issues and unit management at Holland Post Office stated that the merchant sold premium fuel at regular price.

²⁰ We included non-exception transactions for plus, super, and premium unleaded fuel and diesel purchases on Voyager cards for LLVs from the FY 2016 non-exception universe in our review. We excluded diesel purchases for 2 Ton and other trucks that are authorized diesel purchases. A non-exception transaction is considered a normal transaction and site manager/reconcilers are not required to reconcile these transactions, however they must review and maintain the receipts for two years in the event of an audit or investigations.

Appendix G: Management's Comments

ERICA A. BRIX
ACTING VICE PRESIDENT, OPERATIONS
GREAT LAKES AREA



February 15, 2018

LORI LAU DILLARD
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Voyager Fleet Card Management - Great Lakes Area
(Report Number DR-AR-18-DRAFT)

The Great Lakes Area appreciates the opportunity to respond to the OIG audit on Voyager Fleet Card Management. The Area leadership agrees with the findings, recommendations, and monetary impacts as stated in the audit.

Recommendation #1:

We recommend the vice president, Great Lakes Area, direct District Managers to ensure site managers, permanent or detailed, follow the Voyager Standard Operating Procedures for Monthly Reconciliations and provide access to FAMS.

Management Response/Action Plan:

Management agrees with this recommendation and will ensure compliance by issuing instructions to all District Managers to direct all site managers to follow the Voyager SOP when performing the monthly reconciliation and to obtain access to FAMS.

Target Implementation Date:

March 2018

Responsible Official:

Area Controller

500 FULLERTON AVENUE
CAROL STREAM IL 60199-1000
630-539-5556
FAX: 630-539-7171

- 2 -

Recommendation #2:

We recommend the vice president, Great Lakes Area, direct District Managers to ensure site managers/reconcilers report all missing Voyager fleet cards to Voyager/US Bank.

Management Response/Action Plan:

Management agrees with this recommendations and will ensure compliance by providing written instructions to the District Managers that will ensure that all managers/reconcilers report all missing/lost Voyager fleet cards to Voyager/US bank immediately in accordance with established policy and procedures.

Target Implementation Date:

March 2018

Responsible Official:

Area Manager, Delivery Programs Support
Manager, Fleet Operations

Recommendation #3:

We recommend the vice president, Great Lakes Area, direct District Managers to ensure site managers/reconcilers complete the eFleet Card for Site Manager training, where needed.

Management Response/Action Plan:

Management agrees with this recommendation. A letter of instruction will be issued to all District Managers that will ensure that the recommended training is completed and recorded in the Learning Management System (LMS) for all managers/reconcilers.

Target Implementation Date:

March 2018

Responsible Official:

Area Manager, Human Resources

- 3 -

Recommendation #4:

We recommend the vice president, Great Lakes Area, direct District Managers to provide Voyager Fleet Commander Online training to sites, where needed.

Management Response/Action Plan:

Management agrees with the recommendation and will ensure this training is completed for sites when needed. The District Managers will be given instructions directing them to ensure that all sites complete the required Voyager Fleet Commander Online training and will be responsible for the proper management and security of the personal identification numbers (PIN).

Target Implementation Date:

March 2018

Responsible Official:

Area Manager Delivery Programs Support

Respectfully submitted,



Erica A. Brix
Vice President, Area Operations (A)
Great Lakes Area

cc: Sally K. Haring, Manager via email (CARManager@USPS.GOV)
E-FOIA@uspsog.gov



OFFICE OF
**INSPECTOR
GENERAL**
UNITED STATES POSTAL SERVICE

Contact us via our [Hotline](#) and [FOIA](#) forms.

Follow us on social networks.

Stay informed.

1735 North Lynn Street
Arlington, VA 22209-2020
(703) 248-2100