



Office of Inspector General | United States Postal Service

Audit Report

Voyager Card Transactions – Norwalk, CT, Post Office

Report Number 21-210-R21 | September 7, 2021



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Transmittal Letter



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

September 7, 2021

MEMORANDUM FOR: CARISSA A. LAINO
MANAGER (A), CONNECTICUT DISTRICT

Michelle Lindquist

FROM: Michelle Lindquist
Director, Financial Controls

SUBJECT: Audit Report – Voyager Card Transactions - Norwalk, CT,
Post Office (Report Number 21-210-R21)

This report presents the results of our audit of the Voyager Card Transactions – Norwalk, CT, Post Office.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact please contact Gregory M. Williams, Acting Operational Manager, or me at 703-248-2100.

Attachment

cc: Postmaster General
Corporate Audit and Response Management

Results

Background

This report presents the results of our self-initiated audit of Voyager Card Transactions – Norwalk, CT, Post Office (Project Number 21-210). The Norwalk, CT, Post Office is in the Connecticut District of the Atlantic Area.¹ This audit was designed to provide U.S. Postal Service management with timely information on potential financial control risks at Postal Service locations.

Every Postal Service-owned vehicle is assigned a Voyager Fleet card (Voyager card) to pay for its commercially purchased fuel, oil, and routine maintenance. U.S. Bank operates the program and Voyager² provides a weekly electronic transaction detail file of all Voyager card transactions to the Postal Service's Fuel Asset Management System (FAMS)³ eFleet application.⁴ Site managers monitor Voyager card transactions in the FAMS eFleet application. FAMS provides a monthly Reconciliation Exception Report, capturing transactions categorized as "high-risk," which may result from fraudulent activity. Each month the Postal Service site manager⁵ ensures that their driver receipts are reconciled in FAMS. The review is critical since the Postal Service automatically pays U.S. Bank weekly for all Voyager card charges.

Employees must use their unique personal identification number (PIN) in conjunction with the Voyager card. Unit managers are responsible for electronically managing PINs, including creating, modifying, and terminating them in the Fleet Commander Online (FCO) system.⁶ They must also complete semiannual driver certifications to ensure the accuracy and completeness of employee PIN information.

The U.S. Postal Service Office of Inspector General (OIG) used data analytics to identify offices with potentially fraudulent Voyager card activity. The Norwalk, CT, Post Office had 3,166 posted transactions from October 1, 2020, through March

31, 2021, totaling \$92,872. This includes 262 (8 percent) transactions totaling \$30,005 that FAMS flagged as high risk.

Objective, Scope, and Methodology

The objective of this audit was to determine whether Voyager card PINs were properly managed and Voyager card transactions properly reconciled at the Norwalk, CT, Post Office. The scope of this audit included Voyager card activity, the FAMS reconciliation process, and management of Voyager card PINs from October 1, 2020, through March 31, 2021.

To meet our objective, we analyzed Voyager card transactions in FAMS and used a stratified sample of 116 high-risk transactions. We reviewed those transactions relating to fuel purchases exceeding the maximum allowed amount for the vehicle, duplicate transactions, non-fuel or maintenance purchases, too many fuel purchases made in a single month, and vehicles in storage with fuel purchases.

We relied on computer-generated data from FAMS, the FCO system, the Solution for Enterprise Asset Management (SEAM),⁷ and the Web Complement Information System.⁸ We did not test the validity of controls over these systems; however, we verified the accuracy of the data by reviewing related documentation, tracing selected information to supporting source records, and interviewing knowledgeable Postal Service employees. We determined the data were sufficiently reliable for the purposes of this report.

We conducted this audit from July through September 2021 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

¹ The Norwalk Post Office was previously in the Connecticut Valley District of the Northeast Area.

² Voyager Fleet Systems, Inc., owned by U.S. Bank, is the contractor for the program.

³ A cost management tool used to manage and control fuel costs.

⁴ Internet portal used to monitor expenses incurred from the operation and maintenance of postal-owned vehicles. The system allows authorized users to display and reconcile expenses charged to Voyager cards.

⁵ Manager of an operation to which the vehicles are assigned and who has the responsibility for Voyager card reconciliation and fraud prevention.

⁶ FCO is a Voyager system that is used to add, cancel, and replace cards, PINs, and vehicles.

⁷ SEAM is an Oracle web-based application designed to improve inventory tracking and visibility.

⁸ The webCOINS application is designed to provide local management with timely and accurate complement information.

conclusions based on our 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 August 19, 2021, and included their comments where appropriate.

Finding Summary

Voyager card PINs were not properly managed at the Norwalk, CT Post Office. In addition, unit managers did not always reconcile Voyager card transactions properly or effectively manage the Voyager cards.

Finding #1: Management of Voyager PINs

Voyager card PINs were not properly managed at the Norwalk, CT, Post Office. Specifically:

- Three unit supervisors' PINs were shared and used for 441 transactions valued at \$9,566. We found fuel purchases made multiple times a day, a few minutes apart.
- Fifteen former employees who had retired, been terminated, or transferred to another unit had active PINs at the unit, as shown on the Voyager Driver Report.
- Eight employees currently working at the unit used PINs assigned from a previous unit.
- One employee had two active PINs.
- Management did not conduct semiannual reviews of PINs as required.

Unit management stated they were not aware that employees were using supervisors' PINs. In addition, managers stated they were not aware of the requirement to update and deactivate Voyager card PINs for employees no longer assigned to the unit. Further, a supervisor stated that other duties took priority, and they did not complete the semiannual PIN reviews. Based on our review of

unit management's training records, we determined that neither the postmaster nor the customer service supervisor completed the required eFleet Card for Site Manager Training⁹ or the Voyager Fleet Commander Online Training.¹⁰

According to Postal Service policy,¹¹ the site manager must assign new employees a PIN from the list and submit notification of the driver's name to Voyager Fleet Services. Further, site managers are responsible for keeping the *Driver Report*¹² in the FCO website up to date, verifying that the information is accurate and complete, and conducting a semiannual formal review of PINs.

On August 9, 2021, the Postmaster, Norwalk, CT, took corrective action and eliminated all unit management's PINs and assigned each employee their own unique PIN.

When Voyager card PINs are not managed properly, they could be used to make unauthorized and improper purchases. Further, sharing PINs could lead to the possibility of fraud. We consider the 441 transactions completed using shared PINs and charges from employees who no longer work at the unit, valued at \$9,566, as assets at risk.¹³ We plan to refer this information to the OIG's Office of Investigations.

Recommendation #1

We recommend the **Manager, Connecticut District**, instruct all unit management responsible for Voyager cards at the Norwalk, CT Post Office to complete eFleet Card for Site Manager Training and Voyager Fleet Commander Online Training.

Recommendation #2

We recommend the **Manager, Connecticut District**, instruct the site manager at the Norwalk, CT Post Office to complete semiannual reviews of Personal Identification Numbers for Voyager cards.

⁹ Explains the history and operations of the Voyager fleet card. Provides instruction on how to manage and reconcile purchases made with the card.

¹⁰ Postal Service staff use the Fleet Commander Online application to create and manage Voyager card PINs.

¹¹ *Voyager Fleet Card Standard Operating Procedure* (SOP), Section 2.2.2, PIN Management, November 2016.

¹² An electronically-generated report used to monitor employees PINs.

¹³ Assets or accountable items at risk of loss because of inadequate internal controls.

Finding #2: Voyager Card Reconciliation

Unit management did not always properly reconcile Voyager card transactions to supporting receipts. Specifically, of the 116 high-risk transactions reviewed:

- Thirty-eight (33 percent), totaling \$1,829, did not have receipts on file to support the FAMS purchases (see Table 1). For example:
 - One transaction for food valued at \$31.87 had no receipt.
 - Ten transactions were listed as “vehicle is in storage” on the Reconciliation Exception Report. We reviewed these transactions with Vehicle Maintenance Facility (VMF) management who informed us that the vehicle caught fire and was destroyed on September 3, 2019. However, unit employees continued using the vehicle’s card to purchase fuel. VMF management took corrective action and cancelled the Voyager card on July 13, 2021.

Table 1. High-Risk Transactions Reviewed

High-Risk Transaction Exception Type	Sample	No Receipt
Non-Fuel/Oil or Maintenance Item Purchased	76	12
Gallons of Fuel Purchased Exceeds Allowed Maximum Amount	20	8
Vehicle in Storage	10	10
Too Many Fuel Purchases in a Single Month	7	5
Duplicate Transactions	3	3
Total	116	38

Source: OIG analysis and onsite observations.

- Personnel did not document the reasons for purchases missing receipts.

Postal Service policy¹⁴ states that every attempt should be made to secure a receipt for each transaction. When a receipt is missing, the manager must contact the individual to determine why there is no receipt, investigate the transaction to determine if it was a legitimate purchase, annotate the results of the review, and maintain the information for two years. In addition, if unit management encounters instances of suspected fraud or misuse, they must notify the OIG servicing their location and notify Voyager immediately.

- Unit management did not keep monthly payment reconciliation reports on file.

Postal Service policy¹⁵ requires unit management to print the monthly FAMS Reconciliation by Exception report and retain receipts on file for two years.

Unit management stated these issues occurred because other duties took priority and as stated previously management had not completed the training.

When Voyager card transactions are not properly reconciled there is an increased risk that the Postal Service will not identify unauthorized purchases. In addition, maintaining these records provides accountability of Voyager card transactions. Further, falsely certifying reconciliation of Voyager transactions may result in a fine of not more than \$10,000 per occurrence or imprisonment of not more than five years or both.

Recommendation #3

We recommend the **Manager, Connecticut District**, instruct unit management at the Norwalk, CT Post Office to follow policies pertaining to Voyager card reconciliations including obtaining all receipts and retaining supporting documentation, including monthly reconciliations, for the required two-year period.

¹⁴ *Voyager Fleet Card SOP*, Section 4.1, Responsibilities and Section 5.1, Disputes.

¹⁵ *Voyager Fleet Card SOP*, Section 4.1, Responsibilities.

Finding #3: Management of Voyager Cards

Unit management did not effectively manage Voyager cards at the Norwalk, CT Post Office. Specifically:

- Thirty-two of 61 cards assigned to the unit¹⁶ (52 percent) were missing and unaccounted for in inventory. Therefore, unit employees shared Voyager cards instead of each vehicle having a designated card. The authorized purchasing limit for these cards was \$204,000 for our scope period.
- Unit management could not locate a “V” card¹⁷ and five “Z” cards¹⁸ assigned to the unit. In addition, according to unit management the Norwalk, CT Post Office does not have a leased vehicle on the premises.

Postal Service policy¹⁹ states that every Postal Service-owned vehicle is assigned a Voyager card to pay for its commercially purchased fuel, oil, and routine maintenance. In addition, according to policy,²⁰ site managers are responsible for securing all Voyager cards. Furthermore, policy²¹ requires drivers to immediately notify the site manager if a card is lost or stolen and the manager must then immediately notify Voyager and U.S. Bank. Upon receipt of the *USPS Voyager Card Account Maintenance Request Form*, Voyager will cancel the existing card and issue a replacement. The authorized purchasing limit for these six cards for our scope period was \$279,000.

These conditions occurred because unit management was not aware of the policy to effectively manage Voyager cards to reduce the risk of unauthorized access. As stated earlier in this report, unit management did not take the required formal training related to Voyager card management.

Due to inadequate training and accountability of the Voyager cards, we consider \$483,000²² as assets at risk²³ for the 32 missing Voyager cards and six specialty cards.²⁴ We will refer the missing Voyager cards to the OIG’s Office of Investigations.

Recommendation #4

We recommend the **Manager, Connecticut District**, instruct unit management at the Norwalk, CT Post Office to enforce policy regarding safeguards and controls for Voyager cards.

Management’s Comments

Management agreed with the findings and recommendations, and in subsequent correspondence agreed with the monetary impact.

Regarding recommendation 1, management advised that the officer in charge (OIC) and the Executive and Administrative Schedule (EAS) managers at the Norwalk, CT Post Office will complete the eFleet Voyager Program and Fleet Commander Online training. On September 2, 2021, management provided documentation that the training had been completed.

Regarding recommendation 2, management advised that the OIC and the EAS managers at the Norwalk, CT Post Office will complete the eFleet Card Site Manager training and will serve as Voyager Site Managers for oversight of PIN and Voyager reconciliations. They will review the current PIN list and make changes as appropriate. The installation head will maintain the PIN list for this site. The target implementation date is September 5, 2021.

Regarding recommendation 3, the Postal Service’s Learning Development department will assign all EAS managers in the Connecticut District mandatory

¹⁶ From FCO card listing report dated July 6, 2021.

¹⁷ Fleet specialty cards issued to lease or “vehicle hire” vehicles for providing fuel and/or maintenance.

¹⁸ Cards issued to the site’s finance number, used for washing numerous postal-owned vehicles at one time, paying for fuel or repairs for vehicles with lost, stolen, or damaged cards, or repairs to vehicles that exceed \$300.

¹⁹ *Voyager Fleet Card SOP*, Section 4, Account Responsibilities.

²⁰ Standard Work Instruction U.S. Bank Voyager Fleet Card – At A Glance for Site Managers, revised February 2019.

²¹ *Voyager Fleet Card SOP*, Section 5.2, Lost/Stolen Cards.

²² Calculated on the maximum monthly limit of the active Voyager cards projected for our six-month scope period.

²³ Assets or accountable items at risk of loss because of inadequate internal controls.

²⁴ “V” and “Z” cards assigned to the post office.

eFleet training. The Voyager Fleet card SOP guide and standard work instructions will be included. Also, a Learn and Grow Voyager Training event was held August 27, 2021. On September 3, 2021, management provided documentation that the training had been assigned.

Regarding recommendation 4, EAS managers at the Norwalk, CT Post Office will be trained and provided all policies pertaining to eFleet procedures. The unit will follow processes to ensure there is accountability for Voyager Card clearance and capability to establish a chain of custody for voyager cards. The target implementation date is September 8, 2021.

See [Appendix A](#) 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 should resolve the issues identified in the report. Recommendations 2 and 4 require OIG concurrence before closure. Consequently, the OIG requests written confirmation when corrective action is completed. The 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. We consider recommendations 1 and 3 closed with the issuance of this report.

Appendix A: Management's Comments



August 31, 2021

JOSEPH WOLSKI
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Draft Report - Voyager Card Transactions - Norwalk, CT Post Office
(Project Number 21-210-DRAFT)

Thank you for the opportunity to respond to the Office of Inspector General (OIG)
Draft Report – Voyager Card Transactions - Norwalk, CT, Post Office (Project
Number 21-210)

Management has reviewed and agree with the findings and recommendations noted
in the audit report.

Our response to the Recommendations are as follows:

Recommendation #1:

We recommend the **Manager**, Connecticut District, instruct all unit management
responsible for Voyager cards at the Norwalk, CT, Post Office to complete eFleet Card
for Site Manager Training and Voyager Fleet Commander Online Training.

Management Response/Action Plan:

Management agrees with this recommendation. The Norwalk PO OIC and EAS
Managers will complete the eFleet Voyager Program and Fleet Commander Online
training.

Target Implementation Date:

9/10/2021

Responsible Official:

Postmaster – Norwalk Main Post Office

Recommendation #2:

We recommend the **Manager**, Connecticut District, instruct the site manager at the
Norwalk, CT, Post Office to complete semiannual review of Personal Identification
Numbers for Voyager cards.

Management Response/Action Plan:

Management agrees with this recommendation. The Norwalk PO OIC and EAS
Managers will complete the eFleet Card Site Manager Training. These managers will
serve as the Voyager Site-Managers for oversight with PIN and Voyager

Reconciliations. The Norwalk Post Office will review the current PIN list assigned to this facility and make additions/deletions as appropriate. The installation head will then be assigned the duty of maintaining the PIN list for this site.

Target Implementation Date:
9/5/2021

Responsible Official:
Manager, Post Office Operations - Group F

Recommendation #3:
We recommend the **Manager, Connecticut District**, instruct the unit management, at Norwalk, CT, Post Office to follow policies pertaining to Voyager card reconciliations including obtaining all receipts and retaining supporting documentation, including monthly reconciliations, for the required two-year period.

Management Response/Action Plan:
Management agrees with this recommendation. Learning Development will assign all EAS in the CT district mandatory training through HERO for eFleet management. Included in the email message for the assigned training will be the link to the Voyager Fleet Card Policies SOP Guide and SWIs. There was also a best practice team & grow for eFleet programs for all EAS or acting supervisors to attend held 8/27/2021.

Target Implementation Date:
9/3/2021

Responsible Official:
Manager, Operations Integration

Recommendation #4:
We recommend the **Manager, Connecticut District**, instruct unit management at the Norwalk, CT Post Office to enforce policy regarding safeguards and controls for Voyager cards.

Management Response/Action Plan:
Management agrees with this recommendation. All EAS and those acting as EAS in the Norwalk PO will be trained through HERO and provided all policies pertaining to eFleet procedures. This unit will follow the process outlined in the CI Spotlight from Jun 9, 2021. This process will be utilized to ensure that there is accountability for voyager card clearance and the capability to establish a chain of custody for voyager cards.

Target Implementation Date:
9/8/2021

- 3 -

Responsible Official:
Manager, Post Office Operations - Group F


Gerard Leino
District Manager Connecticut District

cc: VP Area R&D Operations (Atlantic)
Exec. Manager, Finance & Budget (Atlantic)
Manager, Corporate Audit Response Management
Manager, Field Accounting Support (Atlantic-A)
Manager, Operations Integration (CT District)

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