



OFFICE OF
INSPECTOR GENERAL
U.S. DEPARTMENT OF THE INTERIOR

GovTRIP USE AND MONITORING BY THE U.S. DEPARTMENT OF THE INTERIOR— BUREAU OF INDIAN AFFAIRS



OFFICE OF
INSPECTOR GENERAL
U.S. DEPARTMENT OF THE INTERIOR

MAY 21 2013

Memorandum

To: Kevin K. Washburn
Assistant Secretary – Indian Affairs

From: Kimberly Elmore *Kimberly Elmore*
Assistant Inspector General for Audits, Inspections, and Evaluations

Subject: Final Audit Report – GovTrip Use and Monitoring by the U.S. Department of the Interior – Bureau of Indian Affairs
Report No. WR-IN-BIA-0005-2013

The U.S. Department of the Interior (DOI) spends approximately \$250 million a year through GovTrip on travel, with the Bureau of Indian Affairs (BIA) and Bureau of Indian Education (for purposes of this report, both bureaus are combined and referenced as BIA) accounting for about \$32 million of these funds.

This report is part of our DOI-wide audit of GovTrip and related travel processes and procedures. Although the contract for a new system is scheduled to replace GovTrip in November 2013, we found several significant issues specific to BIA that warrant your attention under the current GovTrip travel system. We plan to issue an audit report to the Deputy Secretary that will focus on DOI's planned acquisition and use of a new travel management system.

We initiated an audit of DOI's GovTrip use and monitoring based on limitations in GovTrip that we discovered during a prior evaluation, including DOI's and its bureaus' inability to freely access travel system reports from GovTrip and the uncertainty of the reliability of the data in those reports.¹ We determined that the risks presented by these limitations were significant enough to warrant further review.

The objective of our audit was to assess DOI's implementation, use, and monitoring of GovTrip as a part of the overall travel system. Specifically, we assessed DOI's ability to reconcile its various systems to determine whether data and dollars spent are fair and accurate. The audit scope encompassed fiscal years 2009 and 2010 and included testing of more than 700 travel vouchers and 300 charge card statements across DOI's bureaus. We also interviewed more than 100 DOI and bureau personnel involved in the travel process, including approving officials, intermediate reviewers, and bureau travel leads.

We conducted this audit in accordance with Generally Accepted Government Auditing Standards. These standards require that we plan and perform the audit to obtain sufficient,

¹ "U.S. Department of the Interior's Video Teleconferencing Usage," WR-EV-MOA-0004-2010. December 2011.

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 are attaching further detail as to the objective, scope, methodology, and testing performed during this audit (see Attachment 1).

Background

Since August 2007, DOI has used GovTrip under a task order from the General Services Administration's (GSA) master contract with Northrop Grumman for E-Gov Travel Services (ETS). GSA's master contract establishes GovTrip's general requirements, and DOI's task order lays out other specific requirements. GSA's master contract is set to expire in November 2013, at which time DOI expects a new system to take the place of GovTrip under a new GSA contract (ETS-2).

GSA has selected a single vendor for ETS-2, though the system implementation process is behind schedule. The bid process was initially delayed by legal challenges from one of the bidding companies, and a current protest of the award is delaying the process even further. ETS-2's general requirements include more internal control points and reporting capabilities, but much about ETS-2's specific requirements and controls is still unknown. The unknown and untested components of the new contract and travel system present both an opportunity and a responsibility to assess how well BIA uses the current system and to determine ways in which it can improve prior to the transition to ETS-2.

Both GovTrip and the pending ETS-2 system have the Federal Travel Regulation (FTR) as part of their foundation, which provides the regulatory framework for the approval, processing, and payment of travel costs within the Federal Government. The GovTrip system has worked in concert with these regulations to facilitate travel planning and payment, as will the pending ETS-2 when it is in place.

Issues Found During Travel Voucher Testing

We randomly selected 99 BIA vouchers and their related authorizations from fiscal years 2009 and 2010, though for reasons outlined below we could fully audit only 72 vouchers. The total amount paid from these vouchers was about \$138,000, which included almost \$52,000 paid directly to travelers. We found the following areas of concern:

Missing Documentation and Errors in Expenses

The FTR requires that receipts be provided for all expenses greater than \$75, as well as all receipts for lodging expenses, regardless of dollar amount (FTR §301-52.4). We found three vouchers that did not have the required supporting documentation for hotel charges, often one of the highest value expenses on vouchers.

In addition, FTR §301-10.4 requires the most advantageous and expeditious method of transportation be used. In general, the FTR deems a common carrier to be the most expeditious. Five vouchers, however, showed the use of the traveler's personal vehicle (POV). Only one of

the vouchers included partial support for this allowance, which was based on the traveler's preference to use a POV to make a personal trip during the official travel time, an unacceptable basis for determining the most expeditious method of transportation. A second voucher showed the traveler being reimbursed for driving 2,400 miles to attend 3 days of training, and a third voucher included POV mileage for part of a trip that should have been charged as personal leave. We also noted that one traveler incurred lodging costs in excess of the amount approved in either the authorization or voucher, while another claimed per diem during personal travel, which is unallowable.

We also found 18 vouchers that either did not include all expenses listed in the travelers' receipts or the amounts shown on the receipts did not match those claimed on the voucher. For example, one traveler received hotel and per diem allowances before the travel dates listed in the voucher and another traveler listed the airfare as a reimbursable expense even though the receipt showed the airfare was paid for with a Government charge card, which would be direct billed. Several vouchers included hotel charges that did not match the per diem amounts authorized in the travel authorization, including one voucher where the approving official gave authorization for the higher hotel rate after the trip was already completed.

In addition, an employee claimed per diem for a day trip originating from an official duty location totaling 30 miles. This claim did not meet DOI's implementation requirements for FTR §301-11.1, which does not provide a per diem allowance to an employee within a 50-mile commuting area. The employee was both the traveler and reviewing official on the voucher. The absence of separation of duties presents an internal control weakness. In addition, two different travelers were paid per diem for multiple trips with overlapping dates, effectively paying them double per diem on the overlapping dates.

In all of these examples, travelers and associated approving officials requested or approved travel documents with inappropriate travel allowances or failed to document the justification for variances from normal or reasonable travel allowances. Whenever travelers request approval for travel plans, they must meet the FTR requirements. Further, when submitting vouchers for travel, travelers are required to abide by the FTR rules, and approvers must affirm that the vouchers they are approving meet these requirements. In each of these examples, neither the traveler nor the approver met these requirements of due diligence.

Missing Vouchers and Profiles

Of the 99 vouchers selected for testing from the Northrup Grumman inventory of agency vouchers for the 2-year testing period, we could access and fully audit 72 vouchers through the GovTrip production system available to DOI. Of the 27 vouchers we could not review, we were able to confirm that 25 were not available because the associated user profiles had been removed from the system, while the remaining 2 vouchers, although initially accessible, became inaccessible in the DOI production system during the course of our audit.

While we were attempting to determine why so many documents were not available for review, the DOI travel lead informed us that the likely cause of document unavailability was related to the deletion of user profiles from the production system. Because no audit trail exists

in the creation, use, or deletion of user profiles in GovTrip, this statement could not be verified, nor could changes in user profiles during the period under review be evaluated. For example, one traveler whose information could no longer be found in the current GovTrip database appears to have traveled to the same location for close to 2 years. Because our sample selection was determined based on the universe of vouchers created, as provided by Northrop Grumman, we were able to see this travel pattern in archive data. Without access to the vouchers for verification, however, it is unknown if the required reductions in per diem were either enforced or justifiably exempted, potentially wasting a significant amount of travel funds.

Vouchers created in GovTrip are not stored in any other system, and if they cannot be retrieved from GovTrip they cannot be retrieved at all, thus review of the document is not possible. In addition, even though historical travel data can be obtained directly from the GovTrip contractor, Northrop Grumman, we found in interviews with BIA and DOI personnel that managers do not routinely request reports, and contractor officials expressed hesitancy to provide what they deemed to be additional services or ad hoc reports.

In addition, the inability to look up historical travel documents limits BIA's ability to effectively track and manage expended travel funds. For example, BIA elects to perform a 10 percent random sample of vouchers on a cyclical basis. It is impossible, however, to select or review vouchers attached to deleted profiles for BIA's 10 percent random sample audit, increasing the potential for fraud, waste, or mismanagement to go undetected. GovTrip is the single repository of detailed travel arrangements, documents, and approvals. Although payment for travel related expenses is performed in agency financial systems, those systems will record only the payments, not the supporting detail behind them. Further, because GovTrip is designed as a paperless electronic system, any gap in the GovTrip database results in a loss of accountability for an agency. Responsibility for the accuracy and integrity of the travel database has been, is, and will remain with the agency and DOI.

Authorizations Created after Trip Date

Of the 72 authorizations selected for testing, 15 authorizations were created or approved after the trip departure date. Although the FTR does permit this practice, FTR § 301-2.1 states:

...Generally you must have written or electronic authorization prior to incurring any travel expense. If it is not practicable or possible to obtain such authorization prior to travel, your agency may approve a specific authorization for reimbursement of travel expenses after travel is completed.

Of the authorizations tested, 20 percent failed to meet the general authorization requirement, but there is no evidence that they met the "not practicable or possible" standard stated above for the exemption. Further, the practice of creating or approving an authorization after trip departure could contribute to an internal control breakdown if approvers feel pressured to authorize already incurred travel expenses due to the financial impacts that would otherwise fall to the employee who would be responsible for all travel costs incurred.

Auto-Approval

GovTrip includes features that allow travel authorizations to be created without managerial review or approval. Autobooking is one approach that allows travelers to arrange travel without supervisory approval. Another approach is T-entering, a method by which an arranger makes travel arrangements, creates travel documents, and signs the documents on behalf of the traveler. Both features result in travel being created and booked without the benefit of managerial or traveler review and approval. We found four authorizations that used one of GovTrip's auto-approval features. Auto-approval was developed when all travel arrangements used a paper-based system and was intended to streamline travel arrangements for routine mission travel and for cases of emergency travel. Because travelers now arrange travel electronically, and supervisors approve it electronically, the need for auto-approval is greatly limited. Though we recognize and appreciate that BIA had relatively few auto-approved authorizations, we found in our testing that auto-approval is being used for travel other than emergency trips. Because employees are authorized to auto-approve their own travel, the internal control safeguard inherent in obtaining supervisory approval for the use of staff time and travel funds before the trip begins is being circumvented, thus increasing the potential for fraud, waste, or mismanagement to go undetected.

Mode of Transportation Not Documented

Of the 72 vouchers selected for testing, 16 did not indicate the mode of transportation used to travel to the temporary duty (TDY) location. Based on the proximity of the TDY location to the traveler's duty station or the lack of POV mileage claimed, it is reasonable to assume that these travelers used a Government-owned vehicle (GOV), a POV, or traveled with another person. This missing information results in data that is unreliable for determining the true cost of travel and the frequency or validity of GOV use for fleet management purposes. In addition, supervisors cannot make a determination whether the mode of transportation for travel is advantageous to the Government.

Issues Found During Charge Card Statement Testing

During our audit of the travel process, we learned that the only internal control mechanism used to ensure the validity of travel charges was the required supervisory review of charge card statements. When supervisors do not adhere to this internal control, it increases the risk of management not detecting incorrect or improper charges since there are no other procedures in place to ensure that supervisors are adequately reviewing and approving both travel vouchers and charge card statements. Our tests of charge card statements covered a mere fraction of all BIA travel card statements. Unfortunately, in our selection of 48 charge card statements across several BIA office locations, we found lax supervisory reviews that contributed to issues with almost half of the statements reviewed. This presents significant internal control risk:

Missing Signatures

Four of the 48 statements tested, almost 10 percent, did not have the required signatures of both the supervisor and traveler. DOI policy requires supervisors to review statements and include the signatures of both supervisor and traveler on the statement to show that all charges have been verified as appropriate and allowable travel expenditures.

Unexplained Transactions

Of the 48 statements tested, we found 15 statements with expenses that were not reported in GovTrip or did not match the expenses reported in GovTrip, with questioned costs totaling almost \$1,900.² One statement included an airline charge for a trip that had no voucher in GovTrip at the time of our testing, more than 1 year after the trip took place, leaving open the possibility that the traveler's supervisor did not know the trip occurred. Another statement showed almost \$1,500 in lodging expenses that were not accounted for in GovTrip, and a third statement listed an unsupported rental car charge of more than \$200. In addition, several statements showed expenses that did not match what was entered and approved in GovTrip.

With more than 30 percent of statements in our sample reflecting some sort of discrepancy, this issue is both a significant internal control weakness and breakdown, not only because it results in inaccurate accounting and an inability to rely on GovTrip-generated reports for effective management, but because it is impossible for supervisors to reconcile expenses on cardholder's statements with GovTrip vouchers to verify that those expenses were related to an approved trip. DOI Integrated Charge Card Program Policy Manual, sec. 2.9.2 states that travelers are required to "[i]nclude a concise, detailed description for each line item...or attach the travel voucher" on their charge card statements to ensure that all transactions are legitimate. Several of these questionable expenses appeared on charge card statements with the signatures of both the traveler and the supervisor, which demonstrates that supervisors are not adequately documenting the verification of travel charges back to source documents, further reducing the intended effectiveness of this key internal control.

Conclusion and Recommendations

Because ETS-2 is still several months from coming online, BIA has an opportunity to improve travel management practices under the current GovTrip system and through the transition. Improving internal controls now will help strengthen overall travel management controls when BIA fully transitions to the new travel system.

1. BIA should require supervisors to—
 - a. verify that vouchers contain supporting documentation as required by the FTR and accurately reflect costs incurred during travel;
 - b. ensure travel authorizations are created and approved prior to travel with the only exception being bona fide emergency travel;

² Due to restricted data access issues, this figure is significantly understated and thus does not represent the total impact of questioned costs.

- c. review vouchers thoroughly and address any unresolved flagged items;
 - d. verify and approve all charges on charge card statements; and
 - e. ensure that both the traveler and supervisor sign and date charge card statements.
2. BIA should make changes to correct existing deficiencies, including—
- a. working with the bureau travel leads to ensure that profiles of existing and past employees are not deleted from the system;
 - b. creating policy limiting the use of auto-approval by employees to legitimate emergency travel; and
 - c. creating policy requiring supervisors to reconcile charge card statements with travel vouchers.

In the Acting Deputy Assistant Secretary's March 8, 2013 response, BIA concurred with the recommendations (see Attachment 2). We consider the recommendations resolved but not implemented and will refer them to the Assistant Secretary for Policy, Management and Budget for implementation tracking (see Attachment 3).

The legislation creating the Office of Inspector General requires that we report to Congress semiannually on all reports issued, actions taken to implement our recommendations, and recommendations that have not been implemented.

No response to this report is required. If you have any questions or need more specific information about this report's findings, please contact me at 202-208-5592.

Attachments (3)

Objective, Scope, and Methodology

We conducted this performance audit from November 2010 through April 2012 in accordance with Generally Accepted Government Auditing Standards. These 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 also determined whether BIA had designed and implemented a system of internal controls or travel management controls to provide reasonable assurance that travel vouchers were accurate and supported; authorizations were created and approved prior to travel; and charge card statements were verified, approved and signed by the traveler and supervisor. We found weaknesses in BIA's travel management controls. These weaknesses and recommended corrective actions are discussed in this report, and if implemented, the recommendations should improve BIA's travel management controls.

Objective

Our objective was to assess the U.S. Department of the Interior's (DOI) implementation, use, and monitoring of GovTrip as a part of the overall travel system. Specifically, we evaluated DOI's ability to reconcile its various systems to determine whether data and dollars spent are fair and accurate. We also performed testing to ensure that any existing internal controls were sufficient to reasonably minimize risk of fraud and errors.

Scope

This was a DOI-wide audit of GovTrip and the related travel system. Our testing included travel vouchers with travel departures starting in fiscal years 2009 and 2010 along with charge card statements related to those travel vouchers. In conducting our audit, we visited BIA offices in the following locations:

- Albuquerque, NM;
- Mescalero, NM;
- Sacramento, CA;
- Reston, VA; and
- Portland, OR.

Our review of the system included both a performance audit of the current ETS contract (GovTrip, with a contract period from August 2007 to November 2013) and a review of the future ETS-2 contract language (contract implementation planned for November 2013). We also assessed DOI's integrated charge card program as it relates to travel expenditures.

During the performance of our audit testing, delays in obtaining access to information and concerns related to timely reporting necessitated a reduction in the sample size and testing of both vouchers and charge card statements. We took steps, however, to allocate the reduction in

testing across bureaus, preserving the integrity of our random and judgmental voucher and charge card statement samples.

Methodology

The GovTrip contractor, Northrop Grumman, pulled the voucher testing data from archived databases, as we were informed that this would be the most accurate and complete way to establish the voucher universe by bureau and agency. From this universe, vouchers were statistically sampled using a stratified methodology, and the associated authorizations were also examined. Once the testing sample was selected, we performed testing of travel vouchers and authorizations using the live GovTrip environment. Use of the live GovTrip system environment for document examination was required since the travel program has no “read only” audit feature and no alternative data repository is available to DOI.

Given that our testing was limited to the live data environment, we were not able to perform “through the system” testing of the software. Thus, we did not perform tests of the GovTrip system and software itself. Rather, we structured interview questions of key DOI personnel to ascertain the security of the system and the viability of the input data.

The National Business Center, Charge Card Support Center (NBC) provided us with the charge card data. NBC extracted the charge card data from PaymentNet, DOI’s gateway to integrated charge card program data, which is operated by the contractor J.P. Morgan Chase. We did not perform a reliability assessment or any system tests for this data since, like GovTrip, this is a contractor-developed system, so our testing was limited to structured interview questions of key DOI personnel to ascertain the security of the system and the viability of the input data. Once the testing sample was selected, we performed tests in the field to ascertain the accuracy and reliability of reconciliation efforts between the GovTrip voucher and related charge card transactions.

Use of Computer-Processed Data

We used the GovTrip and Integrated Charge Card databases to identify travel vouchers and charge card transactions for travel departures starting in fiscal years 2009 and 2010. We did not perform reliability assessments of the quality of the data because this was outside the scope of our review. Data from these systems were used for document and transaction selection, and then reviewed using the electronic and hardcopy records available through DOI. Therefore, the computer-processed data did not affect the performance of our audit steps.



United States Department of the Interior

Attachment 2

OFFICE OF THE SECRETARY
Washington, DC 20240

MAR 08 2013

Memorandum

To: Kimberly Elmore
Assistant Inspector General for Audits, Inspections and Evaluations

From: Thomas Thompson
Acting Deputy Assistant Secretary – Indian Affairs (Management)

Subject: Draft Audit Report – *GovTrip Use and Monitoring by the U.S. Department of the Interior – Bureau of Indian Affairs* Report No. WR-IN-BIA-0005-2013

Indian Affairs appreciates the opportunity to comment on the U.S. Department of the Interior Office of Inspector General (OIG) Draft Audit Report – *GovTrip Use and Monitoring by the U.S. Department of the Interior – Bureau of Indian Affairs* and provides the following response to the report's recommendations.

OIG Recommendations 1 through 3

BIA should require supervisors to:

1. Verify that vouchers contain supporting documentation as required by the FTR and accurately reflect costs incurred during travel;
2. Ensure travel authorizations are created and approved prior to travel with the only exception being bona fide emergency travel; and
3. Review vouchers thoroughly and address any unresolved flagged items.

Response:

Indian Affairs concurs with recommendations 1 through 3.

The Chief Financial Officer (CFO) – Indian Affairs issued a Federal Travel Guidance memorandum (Attachment 1 – Memorandum dated January 20, 2012) to all Central and Regional Office Directors reiterating the responsibility of all Federal Travelers and Approving Officials to verify that all vouchers contain supporting documentation as required by the Federal Travel Regulations and accurately reflect the costs incurred during travel. Although the memorandum addressed guidance regarding certain requirements related to Travel Authorizations, it was not specific to Recommendation 2. Therefore, the CFO has issued an updated memorandum (Attachment 2 – Travel Guidance Memo) to include more detailed guidance specifically addressing Recommendations 1 through 3. The memorandum will be uploaded to the BIA and BIE Intranet.

On March 4, 2013, The Travel Division implemented an internal "Audit Review Checklist" designed to provide more effective internal controls over: travel vouchers; public vouchers; all foreign travel; and vouchers selected for random post-payment. The Fiscal Services Travel

examiner will audit the vouchers using the checklist, sign-off and record the date the review was completed and document detailed notes for record/action purposes if issues are found.

In addition, the Fiscal Services Division in collaboration with the Acquisitions and Financial Systems Divisions will hold Web-based training sessions to include Central and Regional Office Managers. The sessions will provide detailed guidance on all travel related matters (e.g. TDY, PCS, Charge Card and Systems related matters). In expectation of the new Electronic Travel System, the training sessions will be designed as a refresher regarding managers' Federal travel responsibilities.

Indian Affairs considers the actions taken regarding Recommendations 1 through 3 to be sufficient to address these recommendations.

Responsible Party: Chief, Fiscal Services Division
Target Date: Reissued Memorandum: Completed – Issued February 26, 2013
 Checklist: Effective March 4, 2013

OIG Recommendation #4

BIA should require supervisors to verify and approve all charges on charge card statements.

Response:

Indian Affairs concurs with Recommendation #4.

Per the Charge Card Policy Manual, dated June 2010, it is the responsibility of the Approving Official to verify and approve all charges on the charge card statement, Chapter 2.8, Approving Official (AO):

The AO, as the Accountholder's supervisor, must complete prerequisite training, be approved, and have received a letter of appointment from their Regional A/OPC. Once approved, AOs have review responsibilities for all assigned accounts in which they are assigned. Approving Officials responsibilities include:

- Maintain and manage account data;
- Perform a monthly review of all transactions and supporting documentation, in accordance with AO Monthly Review Checklist, Travel/Purchase (Attachment 3) and Attachment 5 - AO Monthly Review Checklist, Fleet (Attachment 3), and sign Accountholder's monthly statement of account within 30 days of statement date;
- Certify to the Regional Director that all monthly reviews have been completed for assigned accounts on time;
- Ensure transactions are certified and allocated to the correct cost account;
- Verify that all transactions are in accordance with GSA's SmartPay®2 contract, DOI and IA policy manuals, travel regulations, and applicable laws and regulations;
- Ensure disputes are filed and appropriately resolved and documented;
- Assist Regional Agency/Office Program Coordinators (A/OPCs) with transfer transaction requests;
- Participate in quarterly internal reviews;

- Maintain statement of accounts and supplemental documents for Accountholders who have transferred or left government service; and
- Re-delegate authority when out-of-office: A supervisor must not permanently delegate their review responsibility. An individual designated as “acting supervisor,” however, can sign on behalf of the supervisor, while the supervisor is on leave or travel to ensure that charge card statements are approved in a timely manner. The “acting supervisor” must have completed the AO training, and have their own appointment letter.

Responsible Party: Chief, Acquisitions Division

Target Date: Update Charge Card Policy Manual – September 15, 2013

Implement charge card alerts – September 15, 2013

DOI Approving Official Refresher Training – March 29, 2013

OIG Recommendation #5

BIA should require supervisors to ensure that both the traveler and supervisor sign and date charge card statements.

Response:

Indian Affairs concurs with recommendation #5.

Per the Charge Card Policy Manual, it is the responsibility of the cardholder and approving official to ensure the statements have been signed and dated, Chapter 5.8 Account Reconciliation:

Detailed reconciliation is a vital step in maintaining the efficiency and accuracy of the Integrated Charge Card Program (ICCP). To reconcile the account, the Accountholder must:

- Verify the charges on the statement by comparing them to the sales receipts (incorrect or over charges, addition of sales tax, double charging, unrecognized charges, or other errors should be apparent);
- Annotate the Travel Authorization number next to each transaction;
- Annotate the cost account charged;
- Verify charges are billed to the correct account (individual or central accounts);
- Annotate any disputes or transactions being refunded (credits) in part or full with the amount and date refunded;
- Sign and date the last page of the statement within 30 days from statement date; and
- Provide statement and supplemental documents to AO for review within 30 days of statement date (AO signature and date must be placed besides the Accountholder’s within 30 days of statement date).

If charges were not made during the statement period, the Accountholder will not receive a statement of account. If the Accountholder believes there were charges on the account during the statement period, they should contact their A/OPC. The A/OPC can check the account and supply the statement as necessary.

Once the statement has been reconciled by the Accountholder, the statement of account and supplemental documents of all transactions should be provided to the AO within 30 days of the statement date. The AO must review all transactions on the statement of account in accordance with Attachment 4. After the account has been reconciled by the Accountholder and the AO, the statement and all supplemental documents must be centrally filed for a period not less than 3 years and made available for review or audit.

Responsible Party: Chief, Acquisitions Division
Target Date: Update Charge Card Policy Manual – September 15, 2013
 Implement charge card alerts – September 15, 2013
 DOI On-Line Charge Card Refresher Training – March 29, 2013

Recommendation #6

BIA should make changes to correct existing deficiencies, including working with the bureau travel leads to ensure that profiles of existing and past employees are not deleted from the system.

Response:

Indian Affairs concurs with recommendation #6.

Twenty-seven (27) profiles were inaccessible by OIG at the time of audit due to: last name changes, detached (not deleted) profiles, and BIE profiles, which had not been manually added into the Global Group Membership in GovTrip. The latter was a GovTrip configuration oversight related to the uniqueness and complexity of IAs separate Organization structure for BIA and BIE within the same GovTrip environment. All 27 profiles and associated documents are currently accounted for and accessible.

Responsible Party: Chief, Financial Systems Division
Target Date: Completed February 19, 2013

Recommendation #7

BIA should make changes to correct existing deficiencies, including creating policy limiting the use of auto-approval by employees to legitimate emergency travel.

Response:

Indian Affairs concurs with recommendation #7

Out of approximately 10,000 IA travelers, 106 profiles had the Auto-Approve feature selected. Indian Affairs has de-selected the Auto-Approve feature from all IA traveler profiles and notified all IA Regional FATAs of this de-selection on February 11, 2013.

Responsible Party: Chief, Financial Systems Division
Target Date: Completed February 11, 2013

Indian Affairs considers the actions taken regarding Recommendations 6 and 7 sufficient to address these recommendations.

Recommendation #8

BIA should make changes to correct existing deficiencies, including creating policy requiring supervisors to reconcile charge card statements with travel vouchers.

Response:

Indian Affairs concurs with recommendation #8

(Please refer to Recommendation 5 and Memorandum dated February 22, 2013)

Responsible Party: Chief, Acquisitions Division

Target Date: Update Charge Card Policy Manual – September 15, 2013

Implement charge card alerts – September 15, 2013

DOI On-Line Charge Card Refresher Training – March 29, 2013



United States Department of the Interior

OFFICE OF THE SECRETARY
Washington, DC 20240

Memorandum

JAN 20 2012

TO: All Regional Office Directors
All Central Office Directors

FROM: Chief Financial Officer *Michael Swinton* for Vicki Forrest

SUBJECT: Federal Travel

It is the responsibility of all Federal Travelers and Approving Officials to verify the accuracy of claims made when preparing and submitting electronic or manual travel vouchers. Travel voucher claims must reflect authorized expenses, as stated in the Travel Authorization. Any expenses not keeping with the Travel Authorization must be specifically authorized, as directed by policy and regulation. If a claim is inaccurate or incorrect, it is the role of the Approving Official to return the travel voucher to the Federal Traveler for correction.

Travel Authorizations should accurately estimate necessary expenses required for travel and must comply with the applicable regulations outlined in the Federal Travel Regulations, departmental policy guides, and Financial Management Memorandums before approval. Any inaccuracies should be corrected, to the best of the Federal Traveler's and the Approving Official's knowledge, before any Travel Authorization is issued.

Responsibilities of the Approving Official:

- To ensure that employees who are expected to travel receive an individual Government-sponsored travel charge card prior to commencing official travel.
- To authorize and approve travel in support of the organization's mission.
- To ensure directed travel is carried out as efficiently and effectively as possible.
- To approve and review travel vouchers promptly upon receipt.
- To ensure approved travel was necessary to achieve program objectives, charges appear reasonable and travel actually took place.

Responsibilities of the Federal Traveler:

- To perform official travel, as directed by your supervisor.
- To use your individual Government-sponsored travel charge card for all chargeable expenses associated with official travel.
- To abide by Federal, Departmental and bureau policies and procedures governing official travel.

- To limit your ATM travel advance amount to estimated meals and incidental expenses that cannot be charged to your travel card, as authorized by Departmental policy and Government travel regulations.
- To use the services of the Department's recommended or contracted Travel Management Center(s) for all travel related services.
- To submit your travel voucher for approval within five days after completion of travel.

The Indian Affairs Travel Team is available at (703) 390-6345 to provide assistance or answer any travel related questions you may have.



United States Department of the Interior

OFFICE OF THE SECRETARY
Washington, DC 20240

FEB 26 2013

Memorandum

To: All Regional Office Directors
All Central Office Directors

From: Edward King *Edward King*
Acting, Chief Financial Officer - Indian Affairs

Subject: Issuance of Revised Federal Travel Guidance

The purpose of this revised memorandum (original memo issued on July 20, 2012) is to provide additional guidance and reiterate to Indian Affairs employees that it is the responsibility of all Federal Travelers and Approving Officials to verify the accuracy of claims made when preparing and submitting electronic and manual travel vouchers. It is the responsibility of the Federal Traveler to accurately record the complete details of travel, with supporting documentation attached, and it is the responsibility of the Approving Official to verify that vouchers contain supporting documentation as required by the Federal Travel Regulations (FTR) and accurately reflect costs incurred during travel.

Travel voucher claims must reflect authorized expenses, as stated in the Travel Authorization. Any expenses not keeping with the Travel Authorization must be specifically authorized, as directed by policy and regulation. If a claim is inaccurate or incorrect, it is the role of the Approving Official to return the travel voucher to the Federal Traveler for justification and/or to make the necessary changes in claimed expenses. Reconciliation of charge card statement and travel voucher should be performed by the Federal Traveler and Approving Official.

Travel Authorizations should accurately estimate necessary expenses required for official travel and must comply with the applicable regulations outlined in the FTR (§300 through §304), departmental policy guides, and Financial Management Memorandums before approval. Approving Officials must ensure travel authorizations are created and approved prior to travel, with the only exception being bona fide emergency travel FTR §301-30). Any inaccuracies should be corrected, to the best of the Federal Traveler's and the Approving Official's knowledge, before any Travel Authorization is issued.

Responsibilities of the Approving Official:

- To ensure that employees who are expected to travel receive an individual Government-sponsored travel charge card prior to commencing official travel.
- To authorize and approve travel in support of the organization's mission.
- To ensure travel authorizations are created and approved prior to travel, with the only exception being bona fide emergency travel.
- To ensure directed travel is carried out as efficiently and effectively as possible.
- To verify that authorizations and vouchers contain supporting documentation as required by the FTR and accurately reflect costs incurred during travel.
- To approve and review vouchers thoroughly, addressing any unresolved flagged items, promptly upon receipt.
- To ensure approved travel was necessary to achieve program objectives, charges appear reasonable and travel actually took place.
- To ensure reconciliation of charge card statement and travel voucher be performed by the Federal Traveler and Approving Official.

Responsibilities of the Federal Traveler:

- To perform official travel, with prior approval and supporting documentation.
- To use your individual Government-sponsored travel charge card for all chargeable expenses associated with official travel.
- To abide by Federal, Departmental and bureau policies and procedures governing official travel.
- To limit your ATM travel advance amount to estimated meals and incidental expenses that cannot be charged to your travel card, as authorized by Departmental policy and Government travel regulations.
- To use the services of the Department's recommended or contracted Travel Management Center(s) for all travel related services.
- To accurately record the complete details of travel, with supporting documentation attached.
- To submit your travel voucher for approval within five days after completion of travel.
- To reconcile charge card statement with travel voucher.

Please note that all guidance related to Travel can be found by visiting the BIA Intranet at <http://inside.bia.gov/Employee/Travel/TravelPolicy/index.htm> and the BIE Intranet at <http://inside.bie.edu>. Also, the most recent FTR publication can be accessed at <http://gsa.gov/portal/category/21222>.

The Indian Affairs Travel Team is available at (703) 390-6345 to provide assistance or answer any travel related questions you may have.

cc: All Employees

Attachment 4

AO Monthly Review Checklist

(Travel/Purchase)

Yes No N/A

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Is the statement signed and dated by the Accountholder? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are all transactions in accordance with applicable laws, regulations, policies and procedures and necessary and appropriate to execute the program mission? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are all transactions approved and purchased at a reasonable price? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are all transactions within the Accountholder's single purchase limit or micro-purchase threshold when appropriate? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were transactions split into smaller purchases to circumvent the Accountholder's single purchase limit or micro-purchase threshold when appropriate? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are all transaction receipts itemized? Do all the itemized invoice/receipts match the amount on the statement of account? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | If the item was improperly charged to the account, were dispute or fraud procedures initiated? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | When applicable, were purchases obtained from required sources such as Ability One, Native American Owned Vendors, or Federal Supply Schedule? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were all transactions clearly indicated as received on supplemental documents (date received and printed name of person in receipt of goods or services)? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were all purchase transactions entered on the Accountholder's purchase log? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | If a transaction was incorrectly billed, were proper procedures followed to transfer transactions between individually-billed to centrally billed (or visa-versa)? Was statement annotated? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Have cost allocations, including BOCs, or Travel Authorization numbers been annotated on the statement and has appropriate action been initiated to ensure timely cost transfers (prior to the next billing cycle)? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | If an unauthorized transaction was made, were proper procedures followed to ensure repayment of funds by the user who made the purchase? Were appropriate penalties initiated and offense documented and mailed to the Central Office? Was statement annotated? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Have you signed and dated the statement as the AO within 30 days? |

- I certify that I have performed the required Approving Official duties for (ACCOUNTHOLDER'S NAME) for the (STATEMENT DATE) statement period. I declare that, except where noted, all transactions are valid in support of the Bureau's mission and compliant with Federal and DOI regulations and bureau/office supplemental guidance.

Approving Official Printed Name: _____

Approving Official Signature: _____

Date: _____

Attachment 4**AO Monthly Review Checklist****(Travel/Purchase)****Convenience Checks:**

Yes No N/A

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were all transactions in accordance with the Travel/Purchase checklist? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were convenience checks the last payment option (A convenience check must not be used if the vendor/individual accepts the charge card, is willing to accept an electronic payment, or if another vendor accepts the charge card and offers similar goods or services)? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were convenience checks issued to prohibited sources? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were convenience checks issued for travel-related expenses? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are carbon copies of all issued checks attached to the supplemental documents? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were all convenience check transactions listed on the Accountholder's purchase log? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were all convenience check fees entered on a separate line of the purchase log? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Has an IRS 1099-MISC Form been completed and submitted to National Business Center for processing for reportable budget object classifications? |

Convenience Checks Inventory:

Convenience check numbers for all issued checks during the billing cycle:

Convenience check numbers for all unused convenience checks:

- I certify, except where noted, that all convenience checks issued by (ACCOUNTHOLDER'S NAME) during the (STATEMENT DATE) statement period are valid in support of the Bureau's mission. All convenience checks are compliant with Federal and DOI regulations and bureau/office supplemental guidance. Furthermore, I certify that I have visually inspected unused convenience checks.

Approving Official Printed Name: _____

Approving Official Signature: _____

Date: _____

Attachment 5

AO Monthly Review Checklist

(Fleet)

Yes No N/A

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Is the statement signed and dated by the Accountholder? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Have the Accountholder and all authorized users completed required training? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are all transactions in accordance with applicable laws, regulations, policies and procedures and necessary and appropriate to execute the program mission? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are all transactions within the account's single purchase limit or micro-purchase threshold when appropriate? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were transactions split into smaller purchases to circumvent the account's single purchase limit or micro-purchase threshold when appropriate? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are all transaction receipts itemized? Do all the itemized invoice/receipts match the amount on the statement of account? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are authorized users recording the proper information (printed name, signed name, and odometer reading) on receipts? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are all purchases for the vehicle/equipment assigned to the account? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | If the item was improperly charged to the account, were dispute or fraud procedures initiated? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were all transactions entered on the Fuel/Maintenance Log? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | If an unauthorized transaction was made, were proper procedures followed to ensure repayment of funds by the user who made the purchase? Were appropriate penalties initiated and offense documented and mailed to the Central Office? Was statement annotated? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Have cost allocations, including BOCs, been annotated on the statement and has appropriate action been initiated to ensure timely cost transfers (prior to the next billing cycle)? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Have you signed and dated the statement as the AO within 30 days? |

- I certify that I have performed the required Approving Official duties for (ACCOUNT NAME) for the (STATEMENT DATE) statement period. I declare, except as noted, that all transactions are valid in support of the Bureau's mission and compliant with Federal and DOI regulations and bureau/office supplemental guidance.

Approving Official Printed Name: _____

Approving Official Signature: _____

Date: _____

Status of Recommendations

Recommendations	Status	Action Required
I and 2	Resolved but not implemented	The recommendations will be referred to the Assistant Secretary for Policy, Management and Budget for tracking of implementation.

Report Fraud, Waste, and Mismanagement



Fraud, waste, and mismanagement in Government concern everyone: Office of Inspector General staff, departmental employees, and the general public. We actively solicit allegations of any inefficient and wasteful practices, fraud, and mismanagement related to departmental or Insular Area programs and operations. You can report allegations to us in several ways.



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Washington Metro Area: 202-208-5300

By Fax: 703-487-5402

By Mail: U.S. Department of the Interior
Office of Inspector General
Mail Stop 4428 MIB
1849 C Street, NW.
Washington, DC 20240