



**UNITED STATES**  
**NUCLEAR REGULATORY COMMISSION**  
WASHINGTON, D.C. 20555-0001

**OFFICE OF THE  
INSPECTOR GENERAL**

June 11, 2013

MEMORANDUM TO: R. William Borchardt  
Executive Director for Operations

J. E. Dyer  
Chief Financial Officer

FROM: Stephen D. Dingbaum **/RA/**  
Assistant Inspector General for Audits

SUBJECT: STATUS OF RECOMMENDATIONS: AUDIT OF NRC'S  
TRAVEL CHARGE CARD PROGRAM (OIG 13-A-17)

REFERENCE: CHIEF FINANCIAL OFFICER MEMORANDUM DATED  
MAY 3, 2013

Attached is the Office of the Inspector General's (OIG) analysis and status of recommendations 1 through 12 as discussed in the agency's response dated May 3, 2013. Based on this response, recommendation 9 is closed and recommendations 1 through 8 and 10 through 12 are in resolved status. Please provide an updated status of the resolved recommendations by January 17, 2014.

If you have any questions or concerns, please call me at 415-5915 or Eric Rivera, Team Leader, at 415-7032.

Attachment: As stated

cc: R. Mitchell, OEDO  
K. Brock, OEDO  
J. Arildsen, OEDO  
C. Jaegers, OEDO

**Document Location: G:\AUDIT\13-A-17 Travel Charge Card Program\Followup\OIG  
Response to Agency Memo Dated 05.03.13.docx**

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## **Audit Report**

### **AUDIT OF NRC'S TRAVEL CHARGE CARD PROGRAM**

**OIG-13-A-17**

#### **Status of Recommendations**

Recommendation 1: Develop and implement a policy to pay centrally billed travel card accounts daily or weekly.

Agency Response Dated  
May 3, 2013:

Agree. The Office of the Chief Financial Officer (OCFO) agrees to look into the feasibility of paying the centrally billed travel card on a daily or weekly basis once the new eTravel system is implemented, which will be in October 2013. We expect to complete this evaluation by September 30, 2014.

OIG Analysis:

The proposed action meets the intent of the recommendation. OIG will close this recommendation when the agency develops and provides a copy of the centrally billed account payment policy and OIG determines it requires payment of accounts and proof of documentation daily or weekly and has been implemented.

**Status:**

Resolved.

## **Audit Report**

### **AUDIT OF NRC'S TRAVEL CHARGE CARD PROGRAM**

**OIG-13-A-17**

#### **Status of Recommendations**

Recommendation 2: Check the productivity and sales refund deals offered by charge card vendors in comparison to other governmentwide charge card contracts to ensure a competitive rate.

Agency Response Dated  
May 3, 2013:

Agree. The OCFO will contact the General Services Administration (GSA) to check the productivity and sales refund deals offered by charge card vendors in comparison to other government-wide charge card contracts. We will complete this by March 31, 2014.

OIG Analysis:

The proposed action meets the intent of the recommendation. OIG will close this recommendation when the agency provides documentation which demonstrates that the agency checked the production and sales refund deals to ensure a competitive rate as stated in the recommendation.

**Status:**

Resolved.

## **Audit Report**

### **AUDIT OF NRC'S TRAVEL CHARGE CARD PROGRAM**

**OIG-13-A-17**

#### **Status of Recommendations**

Recommendation 3: Explore the possibility of using another agency's existing task order ("tag along") to obtain a better rebate rate.

Agency Response Dated  
May 3, 2013:

Agree. The OCFO will contact GSA to obtain information about "tagging along" with another agency by using their existing task order to obtain a better rebate rate. We will complete this by March 31, 2014.

OIG Analysis:

The proposed action meets the intent of the recommendation. OIG will close this recommendation when the agency provides documentation to show it conducted the assessment as described in the recommendation.

**Status:**

Resolved.

## **Audit Report**

### **AUDIT OF NRC'S TRAVEL CHARGE CARD PROGRAM**

**OIG-13-A-17**

#### **Status of Recommendations**

Recommendation 4: Revise Management Directive 14.1 to require that employees who travel more than five times per year must use their Government travel card for official travel expenses.

Agency Response Dated  
May 3, 2013:

Agree. Management Directive 14.1 "Official Temporary Duty Travel" has been revised to incorporate these changes. The Management Directive was sent to the Chairman's Office in January 2013. The OCFO considers Recommendation 4 resolved.

OIG Analysis:

The proposed action meets the intent of the recommendation. OIG will close this recommendation when the agency provides a copy of the revised MD 14.1 and OIG determines that it includes a requirement that employees who travel more than five times per year must use their Government travel card for official travel expenses.

**Status:**

Resolved.

## **Audit Report**

### **AUDIT OF NRC'S TRAVEL CHARGE CARD PROGRAM**

**OIG-13-A-17**

#### **Status of Recommendations**

Recommendation 5: Identify frequent travelers and monitor card use to determine if (a) they have a travel card, and (b) are using it to pay for official travel expenses.

Agency Response Dated  
May 3, 2013:

Agree. The OCFO will need to look further into the feasibility of implementing this recommendation since an additional resource will be needed to assist with identifying frequent travelers and monitoring card use. We expect to complete this research by March 31, 2014.

OIG Analysis:

The proposed action meets the intent of the recommendation. OIG will close this recommendation when the agency provides proof that it is identifying frequent travelers and monitoring their card use.

**Status:**

Resolved.

## **Audit Report**

### **AUDIT OF NRC'S TRAVEL CHARGE CARD PROGRAM**

**OIG-13-A-17**

#### **Status of Recommendations**

Recommendation 6: Implement mandatory split disbursement for individually billed accounts.

Agency Response Dated  
May 3, 2013:

Agree. The OCFO agrees to explore this further to see if the new eTravel system has the capability of making split disbursement mandatory for individually billed accounts. The OCFO will also need to work with the Office of the Inspector General (OIG) and the Office of the Chief Human Capital Officer (OCHCO) to see what disciplinary action would be imposed if a travel charge cardholder did not use the split disbursement feature. In the interim, the OCFO issued Yellow Announcement 047, USE OF SPLIT DISBURSEMENT FOR TRAVEL CHARGE CARDHOLDERS, dated April 9, 2013. In this announcement, the following is stated: "Split disbursement will become a requirement when the new eTravel system is implemented in autumn 2013." We expect to complete the evaluation of the capability of making split disbursement mandatory in the new eTravel system and discussing potential disciplinary actions with OIG and OCHCO by March 31, 2014.

OIG Analysis: The proposed action meets the intent of the recommendation. OIG will close this recommendation when the agency provides documentation to show that split disbursement is mandatory and has been implemented for individually billed accounts.

**Status:** Resolved.

## **Audit Report**

### **AUDIT OF NRC'S TRAVEL CHARGE CARD PROGRAM**

**OIG-13-A-17**

#### **Status of Recommendations**

Recommendation 7: Use the Citibank reports enumerated in the contract as the basis for reporting required quarterly data.

Agency Response Dated  
May 3, 2013:

Agree. The OCFO will contact the GSA and request a copy of the contract to review the reports enumerated in it and use the reports for reporting required quarterly data. We will complete this by December 31, 2013.

OIG Analysis:

The proposed action meets the intent of the recommendation. OIG will close this recommendation when OCFO provides a copy of the quarterly data reported to OMB along with the supporting documentation and OIG determines that the agency used the Citibank reports as the basis for reporting.

**Status:**

Resolved.

## **Audit Report**

### **AUDIT OF NRC'S TRAVEL CHARGE CARD PROGRAM**

**OIG-13-A-17**

#### **Status of Recommendations**

Recommendation 8: Ensure that the travel card program manager and the agency program Coordinator complete online training related to Citibank's electronic access system.

Agency Response Dated  
May 3, 2013:

Agree. The Travel Card Program Manager and the Agency/Organization Program Coordinator (A/OPC) will complete the online training related to Citibank's electronic access system. We will complete this by December 31, 2013.

OIG Analysis:

The proposed action meets the intent of the recommendation. OIG will close this recommendation when the agency provides completion certificates for online training related to Citibank's electronic access system for both the travel card program manager and the agency program Coordinator.

**Status:**

Resolved.

## **Audit Report**

### **AUDIT OF NRC'S TRAVEL CHARGE CARD PROGRAM**

**OIG-13-A-17**

#### **Status of Recommendations**

Recommendation 9: Ensure that the travel card program manager and/or the agency program Coordinator attend GSA's annual training meeting related to travel cards to network with other agencies regarding travel card program best practices.

Agency Response Dated  
May 3, 2013:

Agree. The Travel Card Program Manager and A/OPC received an e-mail from the GSA stating the GSA SmartPay Training Forum (which is the annual training meeting) was suspended for 2013. The A/OPC regularly attends the quarterly GSA A/OPC meetings to keep informed of the latest updates pertaining to the travel charge card program. At these meetings, there are opportunities to network with A/OPCs from other Agencies. The A/OPC will continue to attend these meetings and participate in upcoming virtual conferences pertaining to the travel charge card held by the GSA. The OCFO considers Recommendation 9 closed.

OIG Analysis:

OIG requested additional information from the OCFO's point of contact (POC) who provided documentation of the GSA email message suspending the annual training meeting. The POC also provided sufficient documentation to verify regular attendance and participation by the agency program Coordinator in the quarterly GSA A/OPC meetings. OIG reviewed the documentation and determined that regular attendance at the GSA quarterly meeting satisfies the intent of this recommendation. This recommendation is therefore considered closed.

**Status:**

Closed.

## **Audit Report**

### **AUDIT OF NRC'S TRAVEL CHARGE CARD PROGRAM**

**OIG-13-A-17**

#### **Status of Recommendations**

Recommendation 10: Benchmark NRC's data reporting strategies and results to at least three peer agencies.

Agency Response Dated  
May 3, 2013:

Agree. The OCFO will contact Citibank and the GSA to see if they can provide us with contact information from three peer agencies with whom we can benchmark our data reporting strategies and results. We will complete this by March 31, 2014.

OIG Analysis:

The proposed action meets the intent of the recommendation. OIG will close this recommendation when OCFO provides documentation showing that they benchmarked data reporting strategies and results from at least three peer agencies.

**Status:**

Resolved.

## **Audit Report**

### **AUDIT OF NRC'S TRAVEL CHARGE CARD PROGRAM**

**OIG-13-A-17**

#### **Status of Recommendations**

Recommendation 11: Review and analyze benchmarking information to determine if it can be implemented at NRC.

Agency Response Dated  
May 3, 2013:

Agree. The OCFO will contact Citibank and the GSA to see if they can provide us with contact information from peer agencies so we can review and analyze benchmarking information to determine if it can be implemented at NRC. We will complete this by March 31, 2014.

OIG Analysis:

The proposed action meets the intent of the recommendation. OIG will close this recommendation when OCFO provides documentation showing review and analysis of benchmarking information to determine if it can be implemented at NRC.

**Status:**

Resolved.

## **Audit Report**

### **AUDIT OF NRC'S TRAVEL CHARGE CARD PROGRAM**

**OIG-13-A-17**

#### **Status of Recommendations**

Recommendation 12: Develop and implement procedures to maintain quarterly statistical and narrative supporting information for subsequent review and trend analysis.

Agency Response Dated  
May 3, 2013:

Agree. The OCFO will develop and implement procedures to include maintaining quarterly statistical and narrative supporting information for subsequent review and trend analysis. We will complete these procedures by December 31, 2013.

OIG Analysis:

The proposed action meets the intent of the recommendation. OIG will close this recommendation when OCFO provides documented procedures for maintaining quarterly statistical and narrative supporting information and also provides proof of implementation.

**Status:**

Resolved.