



U.S. General Services Administration

A photograph of the U.S. Capitol building's dome and facade, with an American flag flying on a tall pole in the foreground. The sky is clear blue.

# NDTA – USTRANSCOM Fall Meeting 2019

Presented by  
Tim Smith  
Transportation Audits Division, GSA

# Agenda

- Audits Division Overview
- Branch Roles and Responsibilities
- Effective Pre-payment Audit
- Key Audit Processes
- FY19 Top Overcharges Collected
- IT Modernization
- Points of Contact

# Transportation Audits Division

- **MISSION:** Protect the American taxpayer by preventing and recovering improper payments in transportation services procured by federal agencies.
- **VISION:** To become the most accessible, efficient, and cost-effective provider of transportation audit services and expertise to the federal government through industry-leading technology integration and seamless service delivery.

# Branch Roles and Responsibilities

## Audit Policy and Review

- Serves as Contracting Officer Representative (COR) for post-payment audit contracts
  - Recently awarded Tier I contract with a start date of 1 Oct 19
- Manages repository for all paid transportation invoices and its supporting documents
- Represents US Government in Civilian Board of Contract Appeals (CBCA) cases

## Disputes Resolution

- Performs pre and post-payment audit for all transportation modes
- Adjudicates post payment protests and pre and post payment claims
- Serves as liaison in resolving technical and administrative issues related to transportation payments

## Accounts and Collections

- Process TSP protests, claims, and refunds (EFT/Check)
- Initiates actions to collect debts owed U.S. Government (>90 days)
- If offset fails, debt transferred to US Treasury for deduction

# Effective Pre-payment Audit

- Ensure information is correct on all invoices, prior to certifying payment: rates, dates, weights, accessorial charges, origin and destination addresses, etc.
- Ensure data in shipper system and payment system matches, and corresponds with shipping documents
- Review all documentation and communication to verify TSP billing , i.e., BOL, tariffs/tenders/contracts, emails, etc.
- Work with TSP, TO/BLIO, 3<sup>rd</sup> party, etc., to correct invoices prior to payment

# Key Audit Processes

## Direct/Doubtful Claim

- TSPs should submit supplemental invoices and supporting docs to the agency for changes to original paid invoices
- If agency fails/refuses to pay for rendered service(s), TSP can file a Direct or “Doubtful Claim” with GSA :
  - TSP will prepare a package titled "Doubtful Claim" along with all supporting documentation and mail / e-mail to [cynthia.pope@gsa.gov](mailto:cynthia.pope@gsa.gov).
  - Once a decision is reached, the TSP will be provided a certificate of settlement or settlement certificate

# Key Audit Processes

## Dispute Submissions

- Protesting a Notice of Overcharge (NOC):
  - Submit a protest within 90 days or offset action will occur
  - Provide a copy of the NOC (GSA Form 7925)
    - ✓ Submit protests with all supporting documentation to [protests@gsa.gov](mailto:protests@gsa.gov)
    - ✓ Do not WRITE on the NOC. (e.g., “we delivered it and check Block #18”)
    - ✓ limited to only 2 protests. If protests are denied and funds are collected, you may submit a claim
- TSP can file a claim with GSA (up to 2 claims, with additional supporting documentation)
  - If claim is denied, TSP can present claim to CBCA

# Key Audit Processes

## Collections

- Monitors status of open receivables over 90 days old that are not in a protest status
- Initiates deductions in Syncada (TPPS) on receivables over 90 days delinquent
  - For Non-DOD/Manual invoices, emails & phone calls
- If deduction in Syncada is unsuccessful or TSP fails to respond in timely manner (by suspense date), the receivable/debt is transferred to US Treasury
  - TSP assessed up to 30% in interest & penalties
  - Future business with federal government can be negatively impacted



# Key Audit Processes

➤ Mail Payments to: General Services Administration  
Government Lock Box 9006  
1005 Convention Plaza  
St. Louis, MO 63101

➤ Protest Submissions

Mail:  
General Services Administration  
1800 F Street NW  
3rd Floor, Mail Hub 3400  
Washington, DC 20405

Electronic:  
[Protests@gsa.gov](mailto:Protests@gsa.gov)

- To receive monthly statement of accounts and GSA notifications via email, send the following information to [audits.accounts@gsa.gov](mailto:audits.accounts@gsa.gov):
- SCAC, POC Name, Phone #, Email address (prefer group), and TIN

# FY19 Top Overcharges Collected

Mode	NOC Description	# NOCs	\$ Collected	Post Payment Audit of Invoices		% Collected vs Audited (\$)
				# Count	\$ Value	
Motor Freight	Rate Alternation	2,598	\$1,890,636	739,729	\$1.1B	.0023
Motor Freight	Services Not Performed	303	\$75,542			
Air Freight	Services Not Provided	4,605	\$778,979	6,473,989	\$347M	.0022
Ocean	Weight Adjustment / Line-haul Charge Error	30	\$250,123	34,853	\$153M	.0016

# IT Modernization

- The Transportation Audit Management System (TAMS) will replace and consolidate the functionality of multiple internal systems, to include the Transportation Accounts Receivable Payable System (TARPS), and provide an end-to-end audit management system that will in part:
  - Streamline business processes and reduce manual processes
  - Integrate technologies with multiple internal and external systems (i.e., Third-Party Payment System, Pay.gov)
  - Improve data accuracy and integrity with near real-time delivery
  - Enhance user experience for submission of disputes, payments, and accessibility to e-NOC and account status information
- Estimated deployment in FY20

# Points of Contact

## **Director**

George Thomas, Jr.  
703-603-8188  
[george.j.thomas@gsa.gov](mailto:george.j.thomas@gsa.gov)

## **Accounts & Collections**

### **Branch Chief**

Stephen Fair  
(202) 357-9677  
[stephen.fair@gsa.gov](mailto:stephen.fair@gsa.gov)

## **TSP Claims Status Inquiry**

Cynthia Pope  
703-605-9435  
[cynthia.pope@gsa.gov](mailto:cynthia.pope@gsa.gov)

## **Audit Policy and Review Branch Chief**

Charles Whaley  
(202) 969-4057  
[charles.whaley@gsa.gov](mailto:charles.whaley@gsa.gov)

## **Disputes Resolution Branch Chief**

Yvonne Robertson  
202-969-7376  
[yvonne.robertson@gsa.gov](mailto:yvonne.robertson@gsa.gov)

# Questions

Tim Smith  
Supervisor, Collections

202-969-4041  
[timothys.smith@gsa.gov](mailto:timothys.smith@gsa.gov)

[Audits.Collections@gsa.gov](mailto:Audits.Collections@gsa.gov)