NDTA – USTRANSCOM
Fall Meeting 2019

Presented by
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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
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, 3rd 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.
  - 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
    ✓ 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

- To receive monthly statement of accounts and GSA notifications via email, send the following information to audits.accounts@gsa.gov:
  - SCAC, POC Name, Phone #, Email address (prefer group), and TIN
<table>
<thead>
<tr>
<th>Mode</th>
<th>NOC Description</th>
<th># NOCs</th>
<th>$ Collected</th>
<th>Post Payment Audit of Invoices</th>
<th>% Collected vs Audited ($)</th>
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<tbody>
<tr>
<td>Motor Freight</td>
<td>Rate Alternation</td>
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<td>$1,890,636</td>
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<td>$ Value</td>
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<td>Weight Adjustment / Line-haul Charge Error</td>
<td>30</td>
<td>$250,123</td>
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<td>$153M</td>
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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**

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**Accounts & Collections**
**Branch Chief**
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**TSP Claims Status Inquiry**
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**Audit Policy and Review**
**Branch Chief**
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**Disputes Resolution**
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Questions

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