

**This information is being sent on behalf of Denise Hayes, Chief, Property Management Division and John T. McCain, Program Manager, Charge Card Service Center Program Office.**

## **FCard-10-2010: Duplicate “A-Active” Fleet Cards corresponding with the Same License Plate/Pool Card Number**

The CCSC is dedicated to engaging in continuous improvement of program efficiency. As a result, an analysis has been conducted in order to identify areas in which compliance with policy is less than ideal. Through this analysis it has been determined that due to the amount of “A – Active” duplicate fleet charge cards that are currently open within the system, there is presently an increased risk of potential fraud. Per the DR 5400-006: *Use of the Fleet Charge Card and Alternative Payment Methods*, “**Agencies are to issue only one fleet charge card for each fleet or non-fleet vehicle that requires fuel and maintenance.**” Hence, only one card should exist per tag/pool number.

The analysis revealed that there are duplicate and triplicate cards in several agencies. Below is the breakdown of the agencies found to-date with duplicate active cards:

- **ARS = 14 duplicate active cards**
- **FS = 140 duplicate/triplicate active cards**
- **NRCS = 83 duplicate active cards**
- **APHIS = 149 duplicate active cards**

Effective immediately, the CCSC will incorporate an additional step into the QA process of the fleet card ordering process. The new step will entail performing a search in Access Online for the requested tag/pool number. **If the tag/pool number is found, is active, and is in the same hierarchy as the new card being requested, then the new card request will be rejected as: Duplicate card request for an active license plate/pool card number.**

The individual reports will be distributed to the corresponding AFPCs listing all “A-Active” duplicate cards found. The CCSC is requiring that the agency determines whether or not they have the cards and amongst them, which fleet card is the primary card that should be in use. The Fleet Coordinators should then take possession of the excess card(s) from the drivers, destroy them, and they should mark them “**T9 – Terminated**” in Access Online. If the agency does not have any of the cards listed in the report, then they must immediately contact the US Bank Customer Service and report the card as “lost/stolen”. US Bank will terminate the cards and will issue replacement cards, if needed. There is no need to submit a new card request to the CCSC in this case.

The agencies must complete this task by **Friday, October 1, 2010**. The CCSC will continue to run this report monthly (on the 1<sup>st</sup> of every month) to ensure compliance with the DR, and will distribute to the appropriate agencies to make the necessary corrections. This is being addressed in order to assist with the mitigation of potential fraud.

**The CCSC appreciates your cooperation in this matter. Any questions can be sent to [CCSC@dm.usda.gov](mailto:CCSC@dm.usda.gov) and will be addressed accordingly.**