



**COMPANY IMPLEMENTS ENHANCEMENTS TO EVOUCHER
PROGRAM TO REDUCE RISK OF FRAUD**

Activity Date: December 5, 2021

Date Posted: December 22, 2021

Case Number: IL-18-0404-O

Web Summary: OIG-WS-2022-303

On December 5, 2021, the National Railroad Passenger Corporation (Amtrak) responded to our investigative report titled, *Opportunities to improve Controls to Detect and Reduce eVoucher and Ticket Fraud*. Our report focused on investigations that involved the use of fraudulent company eVouchers and tickets that were not detected by the company, causing significant financial losses. We identified internal control weaknesses and other vulnerabilities that exacerbated the company's fraud risk.

The company's response recognized multiple challenges with the eVoucher program, and it subsequently conducted a detailed analysis to identify existing practices that led to the greatest risk and loss to the company. As a result, the company made two improvements in an effort to remedy the issue. First, the company announced that the expiration date of the original eVoucher will be enforced. Previously, when an eVoucher was modified or partially used, the remaining balance was issued as a new eVoucher with a new expiration date. The enhancement ensures that the expiration date of the original eVoucher is applied to any subsequent eVouchers and is valid for one year from the issuance of the original eVoucher. Second, the company is prohibiting any name changes or transfers of an eVoucher and only the named original purchaser of Amtrak travel can use and retain the value of the eVoucher, eliminating potential sales to third parties.