



**National Railroad Passenger Corporation**  
**Office of Inspector General**  
10 G Street N.E.  
Washington, DC 20002

---

**TICKET AGENT USES E-VOUCHERS TO STEAL MONEY**  
**FEBRUARY 27, 2014**  
**CASE OIG-I-2014-503**

OI found that a ticket agent was improperly using E-Vouchers to steal money from Amtrak. An E-Voucher is automatically created for a ticketed passenger when the passenger fails to board their train. Additionally, if a passenger changes their mind about their travel after purchasing a ticket, they can turn in their E-Ticket for an E-Voucher. A ticket agent in Amtrak's Central Division accessed outstanding E-Vouchers and used these E-Vouchers for passengers who were purchasing their tickets with cash. The ticket agent would then pocket the cash provided by the customer for their ticket. The ticket agent admitted the theft and was terminated. The theft was estimated at \$1500.