

Internal Audit Department
NeighborWorks® America

Audit Review of Travel Agent Activities – Directravel

Project Number: FIN.DIRECTRAV.2013

Audit Review of Travel Agent Activities - Directravel

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November 8, 2013

To: NeighborWorks America Audit Committee

Subject: Audit Review of Travel Agent Activities – Directravel

Please find enclosed the final audit report of Travel Agent Activities - Directravel. Please contact me with any questions you might have.

Thank you.

Frederick Udochi
Chief Audit Executive

Attachment

cc: E. Fitzgerald
M. Forster
C. Wehrwein
J. Bryson
Z. Shiferaw

Function Responsibility and Internal Control Assessment
Audit Review of Travel Agent Activities - Directravel

Business Function Responsibility	Report Date	Period Covered
Finance	November 8, 2013	Directravel Transactions during the period January 2012 – June 2013 PeopleSoft Expense Report Transactions during the period April 2012 – June 2013
Assessment of Internal Control Structure		
Effectiveness and Efficiency of Operations	Generally Effective¹	
Reliability of Financial Reporting	Generally Effective	
Compliance with Applicable Laws and Regulations	Not Applicable	

This report was conducted in accordance with the *International Standards for the Professional Practice of Internal Auditing*.

¹ **Legend for Assessment of Internal Control Structure:** **1. Generally Effective:** The level and quality of the process is satisfactory. Some areas still need improvement. **2. Inadequate:** Level and quality of the process is insufficient for the processes or functions examined, and require improvement in several areas. **3. Significant Weakness:** Level and quality of internal controls for the processes and functions reviewed are very low. Significant internal control improvements need to be made.

Executive Summary of Observations, Recommendations, and Management Responses

Summarized Observation; Risk Rating	Management Agreement with Observation (Yes/ No)	Internal Audit Recommendation Summary	Accept IA Recommendation (Yes/ No)	Management's Response to IA Recommendation	Estimated Date of Implementation (Month/Year)	Internal Audit Comments on Management Response
<p>Observation No. 1</p> <p>Directravel Service Level Agreement (SLA)</p> <p>Internal Audit noted that the current agreement between NeighborWorks America and Directravel does not include the following:</p> <ul style="list-style-type: none"> • A "Right to Audit" clause; and • A listing of agreed upon management reports to be provided to NeighborWorks. <p>Internal Audit notes that the inclusion of the noted terms will provide Management with increased flexibility to obtain information needed to monitor and manage the business relationship.</p> <p>Risk Rating: (b) (4)</p>	YES	<p>Recommendation No. 1</p> <p>Directravel Agreement - Enhancements</p> <p>Internal Audit recommends that Management, in consultation with the Office of General Counsel (OGC), include the following enhancements to future SLAs between NeighborWorks America and Directravel (or any travel agency):</p> <ul style="list-style-type: none"> • A "Right to Audit" clause; and • A listing of agreed upon management reports to be provide by Directravel (including a protocol to make changes to the listing). 	YES	<p>Management agrees with the Internal Audit recommendations. Management notes that standard reports are used in its oversight of the program but will enumerate a list outlining the basic reports required from the vendor, at a minimum.</p> <p>Management agrees to include the "Right to Audit" clause in the agreement.</p>	March 31, 2014	Internal Audit accepts Management's response.

Summarized Observation; Risk Rating	Management Agreement with Observation (Yes/ No)	Internal Audit Recommendation Summary	Accept IA Recommendation (Yes/ No)	Management's Response to IA Recommendation	Estimated Date of Implementation (Month/Year)	Internal Audit Comments on Management Response
<p>Observation No. 2</p> <p>Completeness of Directtravel Data</p> <p>Internal Audit noted that the data provided by Directtravel to Management (and subsequently used by Internal Audit) is not always complete and/or accurate. For example, Internal Audit noted the participant field and the ticket type fields were not always completed. In addition, Internal Audit noted that multiple department codes were often used to indicate same event.</p> <p>In addition, Internal Audit noted Directtravel activity included on employee expense reports was not always entered correctly by employees.</p> <p>Complete and accurate information enhances Management's ability to effectively analyze the related activity.</p>	<p>YES</p>	<p>Recommendation No. 2</p> <p>Directtravel Documentation Requirements</p> <p>Internal Audit acknowledges that the Office of the CFO/Finance is the owner of the business relationship; however, some Divisions have direct access to Directtravel. Therefore, Internal Audit recommends the OCFO/Finance establish a protocol with Directtravel that specifies traveler documentation requirements including fields to be populated and acceptable contents for the fields. For example, Management should consider establishing a core set of options to use for participant types (e.g., STAFF, NWO, Consultant, Scholarship Recipient, etc...) and events (e.g., NTIOFL, CLI2014, PBTNYC, NHIRE, RELOC, etc...).</p>	<p>YES</p>	<p>Management adjusted the list of codes for participant types and shared them with Direct Travel. The travel Agency implemented the revised codes and started immediately using them as part of a testing phase. Formal acceptance will occur in the coming months after more performance data is accumulated and verified to satisfy the requirement; it is anticipated this will be completed by June 30th.</p>	<p>June 30, 2014</p>	<p>Internal Audit accepts Management's response.</p>

Summarized Observation; Risk Rating	Management Agreement with Observation (Yes/ No)	Internal Audit Recommendation Summary	Accept IA Recommendation (Yes/ No)	Management's Response to IA Recommendation	Estimated Date of Implementation (Month/Year)	Internal Audit Comments on Management Response
Risk Rating: (b) (4)		<p>Internal Audit recommends an internal protocol be established for Division leaders to use to communicate to Directravel changes to events/categories.</p> <p>PeopleSoft Data Entry – “My Wallet” and Create an Example Document</p> <p>Internal Audit recommends Management prioritize the implementation of the “My Wallet” feature of PeopleSoft. Implementation of “My Wallet” would eliminate the data entry errors of travel transactions purchased using the corporate travel card by automatically downloading key travel transaction details from the corporate issued travel card into the PeopleSoft expense module.</p> <p>Internal Audit acknowledges that the implementation of “My</p>		<p>Response for “My Wallet”: As discussed during the exit conference, Management agrees with the observation related to “My Wallet” functionality in PeopleSoft. Also, as reiterated, management included My Wallet in the original scope of PeopleSoft project, however as the project progressed, we learned thru the implementation that bringing the My Wallet functionality on-line is resource intensive well beyond the original projections due to a number of factors, including significant requirements and</p>	<p>Not currently budgeted in FY14 and anticipate investment in Q1 of FY 2015</p>	

Summarized Observation; Risk Rating	Management Agreement with Observation (Yes/ No)	Internal Audit Recommendation Summary	Accept IA Recommendation (Yes/ No)	Management's Response to IA Recommendation	Estimated Date of Implementation (Month/Year)	Internal Audit Comments on Management Response
		<p>Wallet” may not be feasible in the immediate and near future due to the dependency on budgetary resources; as such, Internal Audit will revisit the prioritization of “My Wallet” with future audit reviews.</p> <p>However, in the interim Internal Audit recommends Management create a sample (i.e., example) document that maps key information from the Directravel receipt and USBANK card statement to the data entry fields within PeopleSoft expense.</p>		<p>collaboration with the financial institutions. Under sequestration, budget resources were also constrained inhibiting upward adjustments to the budget. The My Wallet functionality was tabled until sufficient resources can be appropriately allocated for the investment including the interfacing and security links and protocols required by the financial institutions.</p>		
<p>Observation No. 3</p> <p>Directravel Refunds not Accurately Processed</p> <p>Using ACL², Internal Audit developed several scripts to identify discrepancies between airfare</p>	<p>YES</p>	<p>Recommendation No. 3</p> <p>Expense Reimbursement prior to Travel</p> <p>Internal Audit recommends that Management change its practice and disallow any</p>	<p>YES</p>	<p>Management accepts the IA recommendation and implemented enhanced control procedures immediately to support the recommended position on</p>	<p>September 30, 2014</p>	<p>Internal Audit accepts Management's response.</p>

² ACL's data analysis solutions aid organizations with detecting potential control gaps and failures with greater ease. ACL allows Internal Audit to analyze large volumes of data while maintaining the integrity of the data.

Summarized Observation; Risk Rating	Management Agreement with Observation (Yes/ No)	Internal Audit Recommendation Summary	Accept IA Recommendation (Yes/ No)	Management's Response to IA Recommendation	Estimated Date of Implementation (Month/Year)	Internal Audit Comments on Management Response
<p>exchange/cancellation activity reported by Directravel and how the activity was subsequently captured on USBANK credit cards and PeopleSoft expense reports. Internal Audit identified 13 employees where the Directravel activity was not accurately reported on their expense report resulting in overpayments of approximately \$2,220³.</p> <p>Risk Rating: (b) (4)</p>		<p>approval or payment of an expense report prior to the completion of travel.</p>		<p>reimbursement timing. However, management will utilize the remainder of FY14 to appraise alternatives for travel reimbursements that balance the business climate (less flights in service, earlier booking requirements, credit card billing cycles and payment requirements, impacts on employee finances as the federal government maintains a policy that employees not pay for travel expenses out of their own pockets, etc.) against the required controls to prevent overpayments in reimbursements. Initial scans of federal and commercial guidance indicates policy allowances for pre-travel reimbursement</p>		

³ Due to the incomplete data as noted in the prior observation, the results of the scripts do not represent all possible exceptions that may exist within the population.

Summarized Observation; Risk Rating	Management Agreement with Observation (Yes/ No)	Internal Audit Recommendation Summary	Accept IA Recommendation (Yes/ No)	Management's Response to IA Recommendation	Estimated Date of Implementation (Month/Year)	Internal Audit Comments on Management Response
		<p>Recovery of Excess Expense Reimbursements</p> <p>Internal Audit further recommends Finance follow up with the individuals noted to confirm the accuracy of the data analysis conducted and recover the excess funds by either reducing future expense</p>		<p>(prepaid expense) with a post travel process for reporting that affords a 'true-up' if any changes occurred in the interim. Management will evaluate the appropriate and relative policy and financial controls, and discuss with Internal Audit prior to effecting any changes.</p> <p>On the recovery of Excess Expense Reimbursements, management accepts the IA recommendation and immediately began recovery efforts. The effort is still on-going.</p>	<p>March 31, 2014</p>	

Summarized Observation; Risk Rating	Management Agreement with Observation (Yes/ No)	Internal Audit Recommendation Summary	Accept IA Recommendation (Yes/ No)	Management's Response to IA Recommendation	Estimated Date of Implementation (Month/Year)	Internal Audit Comments on Management Response
		<p>reports and/or accepting repayment directly from the employee.</p> <p>Directravel Exception Reports and Supplemental Analysis</p> <p>Internal Audit recommends the OCFO/Finance work with Directravel to generate value add exception reports over NeighborWorks travel transactions and provide the reports to Management on a periodic basis (i.e., monthly). We also recommend Management establish a protocol to review the reports and follow up on anomalies identified.</p> <p>In addition to engaging Directravel to provide exception reports, Internal Audit recommends Management consider the value add that could be realized with developing supplemental analytics to analyze Directravel</p>		<p>Management accepts the IA recommendation on Exception Reporting; however, management will appraise the resource impacts of the additional analysis to discern if currently existing or other complementary efforts might satisfy the needs. Management has begun working with Direct Travel to establish parameters for exception reports that can be available upon request.</p>	<p>May 31, 2014</p>	

Summarized Observation; Risk Rating	Management Agreement with Observation (Yes/ No)	Internal Audit Recommendation Summary	Accept IA Recommendation (Yes/ No)	Management's Response to IA Recommendation	Estimated Date of Implementation (Month/Year)	Internal Audit Comments on Management Response
		transactional data with related USBANK, and PeopleSoft expense data. Internal Audit notes that tools such as Excel, Access, or ACL could be used to facilitate supplemental analysis.				
<p>Observation No. 4</p> <p>Other Travel Agency Charges – Omega Travel (CHC)</p> <p>During the audit, Internal Audit reviewed the USBANK credit card for travel agency charges noting there were several travel agency charges from NeighborWorks legacy travel agency Omega Travel. Upon further inquiry, Internal Audit confirmed the charges related to Community Housing Capital use of Omega Travel; however, NeighborWorks had not received reimbursement for the charges incurred.</p> <p>Risk Rating: Low</p>	YES	<p>Recommendation No.4</p> <p>Use CHC Credit Card Account for its Future Travel Service Charges</p> <p>Internal Audit recommends Finance require CHC to have its travel agency charge all travel related transactions to CHC's bulk credit account; therefore, centralizing the location of all CHC travel charges that need to be invoiced by NeighborWorks for reimbursement. However, in the interim, Internal Audit recommends a monthly detailed review of the corporate travel card accounts to ensure CHC related charges are timely invoiced.</p>	YES	Management accepts the IA recommendation and has already implemented the control.	December 31, 2013	Internal Audit accepts Management's response.

Risk Rating Legend:

Risk Rating: HIGH

A serious weakness which significantly impacts the Corporation from achieving its corporate objectives, financial results, statutory obligations or that may otherwise impair the Corporation's reputation.

Risk Rating: Moderate

A control weakness which could potentially undermine the effectiveness of the existing system of internal controls and/or operational efficiency, integrity of reporting and should therefore be addressed.

Risk Rating: Low

A weakness identified which does not seriously detract from the system of internal control and or operational effectiveness/efficiency, integrity of reporting but which should nonetheless be addressed by management.

Management Response to Audit Review of the Travel Agent Activities - Directravel		
# Of Responses	Response	Recommendation #
4	Agreement with the recommendation(s)	1,2,3,4
0	Disagreement with the recommendation(s)	N/A

Background

In 2009, NeighborWorks entered into a service level agreement (SLA) with VTS Enterprises (dba Directravel) as its exclusive travel management company. Under the agreement, Directravel would give NeighborWorks access to its full service reservation center and dedicated agents for business related air, train, hotel, and rental car reservations for NeighborWorks' personnel and other individuals authorized by NeighborWorks management.

Currently Directravel provides NeighborWorks' travelers with the ability to make travel reservations via the telephone with one of its dedicated agents or online (b) (4). Directravel's agents are available during normal business hours which are 8:30AM - 5:30PM Monday - Friday, afterhours, and during holidays. An onsite Regional Account Manager had been assigned to the NeighborWorks account prior to June 2012; the Regional Account Management activities are now conducted off-site. The primary responsibilities of the Regional Account Manager is to serve as the primary liaison, available for the day-to-day support and continuing assistance.

On November 12, 2013 the original SLA with Directravel expired and NeighborWorks and Directravel mutually entered into an agreement to continue the business relationship on a month to month basis. As of September 30, 2013, the month to month SLA relationship has continued.

Objective

The objective of this audit was to:

- Obtain and review the contract between NeighborWorks America and Directravel to understand the contractual obligations and commitments between the organizations;
- Obtain assurance that contractual service levels are being achieved/maintained;
- Obtain an understanding of the policies and procedures in place to ensure Directravel services are used for business-related travel of authorized persons;
- Obtain assurance that Directravel is used for business related travel of authorized persons;
- Obtain assurance that NeighborWorks is accurately billed for valid travel;
- Obtain assurance that Directravel charges are reconciled to detailed invoices; and
- Obtain assurance that credits issued by Directravel are accurately refunded to the NeighborWorks bulk credit card accounts or reflected in employee expense reports.

Scope and Scope Limitation

Internal Audit notes the scope of this review consisted of the following:

- Directravel Agreement as of the audit date;
- Directravel airfare and hotel reservations initiated during the period January 1, 2012 - June 30, 2013;

(b) (4)

- Directravel airfare exchange and refund transactions initiated during the period January 1, 2012 – June 30, 2013;
- USBANK and PeopleSoft Expense Report Transactions resulting from Directravel activity during the period January 1, 2012 – June 30, 2013; and
- Directravel Invoices and Journal Entries during the period October 1, 2013 – June 2013.

Due to the frequent changes in airfare and Directravel's contract with (b) (4) Internal Audit did not conduct specific testing procedures over airfare pricing offered to NeighborWorks. Internal Audit did not conduct specific testing procedures over train (rail) and car rental reservations made using Directravel. In addition, the scope of this review did not include an evaluation of the services provided by Directravel (e.g., survey/inquiry with NeighborWorks' end users of Directravel services/resources).

Audit Methodology

Internal Audit obtained and reviewed NeighborWorks' SLA with Directravel. In addition, Internal Audit selected a sample of travel agency charges from the USBANK Travel card transaction listing during FY 2013 to ensure the billings were accurate.

Internal Audit requested and obtained excel files of Directravel airfare reservations, including airfare refunds and exchange activity, USBANK Travel Card transaction listings, and PeopleSoft expense report detail (airfare and hotel only). Using ACL, Internal Audit develop several scripts to identify the following:

- Most Frequent Traveled Destination
- Most Frequent Traveler (STAFF)
- Cost by Booking Method and Potential Cost Savings
- Refunds (Airfare ONLY) not properly processed to the credit card accounts and/or expense reports
- Exchanges (Airfare ONLY) not properly processed on expense reports
- Cancellations performed without a reschedule
- Airfare reservation made but not reported on an expense report
- Hotel reservation made but not reported on an expense report

The results of the scripts created and executed aided Internal Audit in understanding the Directravel activity and identify anomalies amongst the transactions. Internal Audit notes observations no. 2 - 4 below result from the analysis conducted.

Observations and Recommendations

Observation No. 1 Directravel Service Level Agreement (SLA)

Internal Audit noted that the SLA with Directravel expired on November 6, 2012; however, NeighborWorks America entered into a month to month extension on November 2, 2012 and as of the audit date the extension is still in effect. Based on our review of the agreement, Internal Audit noted the following were not included in the original agreement or the month to month amendment:

- A “Right to Audit” clause, which would formally provide NeighborWorks with the proper flexibility to request and subsequently obtain additional records to review/inspect to validate related NeighborWorks travel transactions;
- A listing of agreed upon Management reports to be provided to NeighborWorks.

Recommendation No. 1 Directravel Service Level Agreement – Enhancements

Internal Audit recommends that Management, in consultation with the Office of General Counsel (OGC), include the following enhancements to future Service Level Agreements between NeighborWorks and Directravel (or any other travel agency):

- A “Right to Audit” clause, which would formally provide NeighborWorks with the proper flexibility to request and subsequently obtain additional records to review/inspect to validate related travel transactions;
- A listing of agreed upon Management reports to be provided to NeighborWorks’ management and a protocol to modify the reports during the term of the agreement.

Internal Audit notes that the inclusion of the noted terms will provide Management with increased flexibility to obtain information needed to monitor and manage the business relationship.

Observation No. 2 – Completeness of Directravel Data

Internal Audit noted that the data files/reports provided by Directravel to Management (and subsequently used by Internal Audit) do not always have all fields completed for each travel record. For example, the participant type field was not consistently populated or populated with relevant information (i.e., 105 records) to specify whether or not the participant was STAFF, NWO, Consultant, Training Scholarship Recipient, or Other and the ticket type field was not always populated to indicate whether or not airfare booked was refundable or nonrefundable (i.e., 4,831 records or 40%). Also, Internal Audit notes there were several variations of department codes (i.e., define the purpose of travel) used by Directravel to represent the same event; for example there were several different department codes used to identify the DC NTI and other major training events.

In addition to the incompleteness of data provided by Directravel, Internal Audit noted that travel reservation/ticket information entered into the PeopleSoft expense module for reimbursement was not always entered correctly.

Internal Audit notes the completeness and accuracy of data enhances Management's ability to effectively analyze and trend Directravel transactional activity as a whole.

Recommendation No. 2A - Directravel Documentation Requirements

Internal Audit acknowledges that the Office of the CFO/Finance as the primary owner of the business relationship with Directravel; however, some Divisions throughout the organization have direct access to Directravel. Therefore, Internal Audit recommends that the OCFO/Finance establish a protocol with Directravel that specifies traveler documentation expectations/requirements including fields to be populated and acceptable contents for the fields. This protocol may be included in the SLA or may be provided to Directravel and Management in supplementary communications. For example, Management should consider establishing a core set of standardized categories to use for participant types (e.g., STAFF, NWO, Consultant, Scholarship Recipient, etc...) and events (e.g., NTIOFL, CLI2014, PBTNYC, NHIRE, RELOC, etc...). In addition, Internal Audit recommends an internal protocol be established for Division leaders to follow to add new or delete old events/categories. Internal Audit notes this recommendation will aid in better organizing the information collected and make the data more useful at the transaction level and in the aggregate.

Recommendation No. 2B - PeopleSoft Data Entry - "My Wallet" and Create an Example Document

Internal Audit recommends Management prioritize the implementation of the "My Wallet" feature of PeopleSoft. Implementation of "My Wallet" would eliminate the manual data entry errors of travel transactions purchased using the corporate travel card. This feature automatically downloads data from the company issued travel card with US Bank to capture more accurately data such as airline ticket number, transaction amount, transaction date, etc. Internal Audit acknowledges that the implementation of "My Wallet" may not be feasible in the immediate and near future due to the dependency on budgetary resources; as such, Internal Audit will revisit the prioritization of "My Wallet" implementation with future audit reviews.

However, in the interim Internal Audit recommends Management create a sample (i.e., example) document that maps key information (i.e., airfare ticket number) from the Directravel receipt and/or USBANK travel card to the data entry fields within PeopleSoft expense. The sample document should be made available to all employees via hyperlink within PeopleSoft and/or on the Finance page of Inside NeighborWorks.

Observation No. 3 Directravel Refunds/Exchanges not Accurately Processed

Using ACL, Internal Audit developed scripts to identify refunded/exchanged airfare tickets not properly reported on the expense report. The query results yielded 13 employees where the amount reimbursed to the employee (as noted from the PeopleSoft expense record) for a specific airline ticket(s) did not agree to the amount that should have been reported based on Directravel's records. The total amount of excess funds provided to employees (representing costs to be recovered) totaled \$2,220. Due to the incomplete data as noted in the prior observation, the results of the scripts do not represent all possible exceptions that may exist within the population.

Internal Audit noted these instances occurred because changes to airline travel resulted in lower ticket charges than the original ticket(s) booked; however, the employee included the cost of the original ticket or both tickets in lieu of the actual cost of the airfare travelled. In addition, Internal Audit noted that four of the instances occurred because the expense report was completed, approved, and paid prior to the travel taking place.

Recommendation No. 3A - Expense Reimbursement prior to Travel

Internal Audit recommends that Management change the practice of reimbursing staff prior to the travel date and instead disallow any approval or payment of an expense report prior to the completion of travel date.

Recommendation No. 3B - Recovery of Excess Expense Reimbursements

Internal Audit further recommends that Finance follow up with the individuals noted to confirm the accuracy of the data analysis conducted and recover any excess funds by either reducing future expense reports and/or accepting repayment directly from the employee.

Recommendation No. 3C – Directravel Exception Reports and Supplemental Analysis

Internal Audit recommends the OCFO/Finance work with Directravel to generate value add exception reports over NeighborWorks travel transactions and provide the reports to Management on a periodic basis (i.e., at least monthly). We also recommend Management establish a protocol to review the exception reports and follow up on anomalies identified.

In addition to engaging Directravel to provide exception reports, Internal Audit recommends Management consider the value add that could be realized with establishing supplemental analytics that takes into account Directravel transactional data with related USBANK and PeopleSoft data. Internal Audit notes that Excel, Access, and ACL are examples of software applications that could be used to facilitate the supplemental analysis.

Observation No. 4 – Other Travel Agency Charges – Omega Travel

During our review of the bulk credit card accounts used by Directravel, Internal Audit noted that there were charges from the legacy travel agency Omega Travel covering the entire audit period of (January 2012 – June 2013). Omega Travel was the travel agency replaced by Directravel. Upon inquiry with Finance, Internal Audit noted that Community Housing Capital (CHC) used the services of Omega Travel for its travel services. Omega Travel is permitted to charge its service charges directly to the credit card number on file for CHC which was the NeighborWorks corporate travel credit card account and not the CHC assigned account. The service charges of approximately \$3,700 were charged to the NeighborWorks corporate travel credit card during the period. In July 2013, following inquiry from Internal Audit, Finance remitted an invoice to CHC for reimbursement of Omega Travel charges of approximately \$2,700 covering the period of June 2012 – June 2013. Internal Audit verified that CHC has subsequently paid the invoice.

Recommendation No. 4

Use CHC Credit Card Account for its Future Travel Service Charges

Internal Audit recommends Finance require CHC to have its travel agency charge all travel related transactions to CHC's bulk credit account; therefore, centralizing the location of all CHC travel charges that need to be invoiced by NeighborWorks for reimbursement. However,

in the interim, Internal Audit recommends a monthly detailed review of the corporate travel card accounts to ensure CHC related charges are timely invoiced.

Conclusion

The business relationship between NeighborWorks America and its travel agency is important as the travel agency has direct contact with NeighborWorks employees and its external business partners. Internal Audit notes that this review was designed to understand how NeighborWorks manages that business relationship, evaluate those activities, and to provide Management with recommendations to better manage the relationship and monitor services provided. Internal Audit hopes that the recommendations presented in this report will aid Management in achieving its business goals and objectives with its current and future travel agency. Finally, as noted earlier in the report, NeighborWorks is currently doing business with Directravel on a month to month basis; Internal Audit recommends Management prioritize securing a long term contractual relationship with Directravel (or other Travel Agency) in the near future to avoid the potential risks associated with short term contracting.

APPENDIX B – General Travel Agent Activity Statistics

TOP TEN TRAVEL DESTINATIONS

	Airport Code	Airport Name	City (Location)	No. of Tickets	% of Count	Total Value of Tickets	% of Total Ticket Value
1	DCA	Ronald Reagan Washington Natl	Washington	(b) (4)			
2	ATL	Hartsfield Jackson Atlanta Intl	Atlanta				
3	MSY	Louis Armstrong New Orleans Intl	New Orleans				
4	MCO	Orlando Intl	Orlando				
5	PDX	Portland Intl	Portland				
6	CVG	Cincinnati Northern Kentucky Intl	Cincinnati				
7	LAX	Los Angeles Intl	Los Angeles				
8	PHL	Philadelphia Intl	Philadelphia				
9	BOS	General Edward Lawrence Logan Intl	Boston				
10	ORD	Chicago Ohare Intl	Chicago				
	**Error	**Unable to Determine Destination using ROUTE					

NOTE: (b) (4)

AIRFARE by AIRLINE (CARRIER)

Airline (Carrier Name)	No. of Trips	% of Total Trips	Value of Tickets	% of Ticket Value
DELTA AIR LINES	(b) (4)			
USAIRWAYS				
UNITED AIRLINES				
SOUTHWEST AIR				
AMERICAN				
JET BLUE AIRWAYS				
ALASKA				
FRONTIER AIRLINES				
AIRTRAN AIRLINES				
VIRGIN AMERICA				
CONTINENTAL				
HAWAIIAN AIRLINES				
SUN COUNTRY AIRLINES				
GREAT LAKES LTD				
TOTALS				