

## Cutting out fleet fraud



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The South African National Roads Agency (SANRAL) plans to launch the first in a series of toll roads in Gauteng in 2011, starting with the N1 between Johannesburg and Pretoria. Based on similar projects undertaken in London, Chile and India, the tolling system is a sophisticated one which does not require vehicles to stop, but rather scans e-tags or number plates as vehicles pass under gantries. These gantries are situated every 10kms along the highway to enable SANRAL to correctly calculate each toll fee.

SANRAL envisages that people will choose either to get an e-tag which is linked to their bank account or choose a pay-as-you-go system to pay their toll fees.

Concerns have been raised about the possibility of fraud however, as well as the implications of enforcing the tolls.

Companies that transport goods around Gauteng – particularly those that use Johannesburg as a delivery hub – will need to monitor the use of their e-tags to ensure that there is no misuse. “We recommend that companies ensure that their logistics divisions are prepared for the implementation of the system. Companies need to ensure that their systems to monitor the usage of their e-tags are in place when the system is introduced, including their fraud prevention policies, forensic data analytics to establish patterns of usage etc”, says Tommy Prins of Deloitte’s Risk Advisory.

Forensic Data Analytics can assist companies to establish patterns of usage when monitoring their e-tag systems to detect anomalies. In addition, it can assist SANRAL to ensure the integrity of its payment systems considering that this system may be linked to the bank accounts of many commuters.

“If SANRAL has not already established a toll-free hotline to report fraud or abuse of the system, we suggest that this occur prior to implementation of the system. The public can assist SANRAL to ensure compliance with the GFIP initiative by reporting irregularities including vehicles driving without number plates, the theft of e-tags etc”. SANRAL will need to forge close ties with the SAPS and the private sector to ensure that abuses of the system are rectified through investigation and taking civil or criminal action against offenders.

“SANRAL’s toll-road initiative should help to get our roads into shape, lower emissions, reduce traffic jams and improve transportation. To ensure that these positive attributes come about however, individuals and companies must play their part in keeping the system effective.”

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