



OFFICE OF
**INSPECTOR
GENERAL**
UNITED STATES POSTAL SERVICE

HIGHLIGHTS

November 8, 2011

**Global Business Systems
International Dispatch**

Report Number CRR-AR-12-001

IMPACT ON:

Air transportation assignments for outbound international mail and missent international mail.

WHY THE OIG DID THE AUDIT:

Our objective was to assess controls over Global Business Systems International Dispatch (GBS Dispatch) processes used to build outbound international mail receptacles, assign transportation, and interface with operational and financial systems.

WHAT THE OIG FOUND:

GBS Dispatch controls over outbound international mail are adequate. However, controls within the Surface Air Management System do not always prevent outbound international mail from exceeding air carrier capacities. Additionally, GBS Dispatch does not detect discrepancies between destination country barcodes on individual mailpieces¹ and destination country barcodes on Enhanced Distribution Labels² attached to receptacles. As a result, incorrectly addressed or scanned mail can be missent.

In briefing management of the status of system internal controls, management stated they were aware of these issues and had scheduled corrective actions to

be completed in October 2011. We evaluated those system changes and believe they will address the issues.

WHAT THE OIG RECOMMENDED:

We did not make recommendations regarding these issues, as corrective actions were taken in October 2011.

WHAT MANAGEMENT SAID:

Because there are no recommendations, management elected not to provide formal comments.

¹ Express Mail International, Priority Mail

International[®], and International Registered Mail[™].

² Barcodes placed on trays and sacks.