



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

## **HIGHLIGHTS**

September 14, 2012

### **Commercial Mail Entry and Acceptance Initiatives**

Report Number EN-AR-12-004

#### **BACKGROUND:**

The U.S. Postal Service developed initiatives for commercial mail entry and acceptance processes necessary to achieve core business strategies and performance goals. The objective of this audit was to determine the status of these initiatives and to identify issues facing the Postal Service as it moves forward with them.

#### **WHAT THE OIG FOUND:**

The key initiatives, which will streamline the commercial mail entry and acceptance processes, are only in the initial phases but are currently meeting planned milestones. However, there are ongoing issues that may negatively impact the current and future success of these initiatives.

The Postal Service developed and revised its proposal for transforming commercial mail acceptance several times throughout this fiscal year. This occurred because management needed to submit additional data to various internal units to further justify the proposal. Although the project was approved on July 25, 2012, we believe financial and operational risks will continue to exist.

In addition, *PostalOne!*, the Postal Service's primary system for

recording commercial mail transactions and managing customer accounts, has experienced multiple operational and availability issues. The mailing industry also has concerns about the availability of *PostalOne!* and other issues related to commercial mail initiatives. Failure to properly address these issues may result in mailers' reluctance to participate in the Full-Service intelligent mail barcode program, which is critical to the success of these initiatives.

#### **WHAT THE OIG RECOMMENDED:**

We recommended management closely monitor the financial and operational risks related to proposed commercial mail entry and acceptance initiatives and address availability issues related to *PostalOne!*. Further, we recommended identifying additional incentives to increase mailer participation in the Full-Service intelligent mail barcode program and develop a plan to address concerns mailers have with commercial mail transformation initiative requirements. Lastly, we recommended developing a process that will allow Full-Service intelligent mail barcode mailers the opportunity to challenge postage adjustments made to streamlined mailings.