



# HIGHLIGHTS

## ***IMPACT ON:***

Financial operations in the Caribbean District.

## ***WHY THE OIG DID THE AUDIT:***

Our objective was to determine whether the U.S. Postal Service is effectively managing selected financial controls over post office retail and business mail entry operations in the Caribbean District.

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

The Postal Service did not effectively manage selected financial controls in the Caribbean District. Specifically, district management did not effectively review and monitor financial data to help ensure that retail units recorded revenue correctly and reduced the risk of potential revenue loss and placing other Postal Service assets at risk. We identified \$336,584 of monetary impact and referred several of our findings to the OIG Office of Investigations.

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

We recommended the area vice president, Northeast Area Operations, direct the district manager, Caribbean District, to review and monitor financial operations and incorporate follow-up procedures to ensure retail units' compliance with internal controls, data accuracy, and records maintenance; and provide interim financial training for district and unit managers.

## ***WHAT MANAGEMENT SAID:***

Management agreed with our finding, recommendation 1, and \$336,584 of monetary impact. They also indicated agreement with recommendation 2.

Management stated that, in addition to local monitoring efforts, the Caribbean District uses monitoring tools provided by the Northeast Area to take necessary follow-up action on identified deficiencies. Further, significant improvements have been demonstrated in various indicators and have continued to improve as a result of the efforts and initiatives implemented. Also, management continues to monitor the offices with on-site and desk audits and continuous visits.

Management also stated they conducted a number of financial training sessions with district and unit managers.

## ***AUDITORS' COMMENTS:***

The OIG considers management's comments responsive to the recommendations and management's corrective actions should resolve the issues identified in the report.