



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

HIGHLIGHTS

Los Angeles International Service Center –
International Air Mail Records Unit

Report Number FT-AR-12-001

IMPACT ON:

International mail records processed at the Los Angeles International Air Mail Records Unit (records unit).

WHY THE OIG DID THE AUDIT:

Our objective was to determine whether the records unit, at the Los Angeles International Service Center (ISC), processes inbound international mail transactions timely and accurately so that bills to the foreign postal administrations are correct and timely.

WHAT THE OIG FOUND:

The Los Angeles records unit generally processed international mail transactions timely to ensure the St. Louis International Accounting Branch (accounting branch) timely billed foreign postal administrations. However, the records unit did not maintain supporting documentation, such as manifests or verification notes, to help ensure the accounting branch accurately billed foreign postal administrations. Also, the records unit did not perform a complete weekly audit of verification notes and management did not perform a complete review of the System for International Revenue and Volume Inbound (SIRVI) test data or approve test data daily.

WHAT THE OIG RECOMMENDED:

We recommended the plant manager, Los Angeles ISC, monitor compliance with policies for filing and retaining

dispatch supporting documentation and provide targeted training to those not complying, reiterate the requirements for weekly verification notes audits, and ensure the audits are conducted in accordance with procedures.

We recommended the district manager, Los Angeles District, direct the manager Statistical Programs, Los Angeles District, to train all persons responsible for performing the review of SIRVI test data on the correct way to perform the review, reiterate the requirement to transmit SIRVI test data at the end of an assigned tour, and train additional personnel to perform the review and approval of test data daily.

WHAT MANAGEMENT SAID:

Management agreed with our findings and recommendations and stated they will begin a monitoring process to assess compliance with document filing and retention policies and conducted training to address the recommendations in this report.

AUDITORS' COMMENT:

The U.S. Postal Service Office of Inspector General considers management's comments responsive to the recommendations, and corrective actions taken or planned should resolve the issues identified in this report.