



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

HIGHLIGHTS

**J.T. Wecker (Chicago) International Service
Center – International Airmail Records Unit**

Report Number FT-AR-12-002

IMPACT ON:

International mail records processed at the Chicago International Airmail Records Unit (records unit).

WHY THE OIG DID THE AUDIT:

Our objective was to determine if the records unit processes international mail transactions timely and accurately to ensure that the St. Louis International Accounting Branch can correctly and timely bill the foreign postal administrations.

WHAT THE OIG FOUND:

The J.T. Wecker (Chicago) records unit generally processed international mail transactions timely and accurately. However, system access identifications and passwords were not always properly controlled. Also, the records unit supervisor did not always properly complete weekly verification note audits and records unit clerks did not always submit verification notes in accordance with Postal Service procedures. Further, we found a Chicago records unit clerk did not modify a letter post dispatch record when the records unit later received supporting documentation from the San Francisco International Service Center to support a greater weight for the dispatch.

WHAT THE OIG RECOMMENDED:

We recommended management provide information security training to all Chicago records unit personnel and

direct them to immediately change their passwords; provide formal training on a regular basis to all employees, including supervisors, regarding standard operating procedures (SOP) on the proper process for using verification notes; reiterate the requirements for weekly verification note audits and ensure they are conducted in accordance with the SOP; and revise the SOP to require records unit clerks to review and modify previously resolved records, as appropriate, upon the subsequent receipt of supporting documentation.

WHAT MANAGEMENT SAID:

Management agreed with our findings and recommendations. They reiterated password security requirements, began conducting and documenting SOP training, and employees noted in our report changed their passwords. International Accounting began reviewing and providing feedback on weekly audits and will issue a revised SOP in January 2012.

AUDITORS' COMMENTS:

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