



IMPACT ON:

International mail records processed at the New York International Air Mail Records Unit (records unit).

WHY THE OIG DID THE AUDIT:

Our objective was to determine whether the records unit at the New York International Service Center processed inbound international mail transactions timely and accurately so that bills to foreign postal administrations are correct and timely.

WHAT THE OIG FOUND:

The New York records unit processed international mail transactions to ensure the U.S. Postal Service billed foreign postal administrations timely. However, management did not always perform a complete review of the System for International Revenue and Volume Inbound (SIRVI) test data. Also, the Global Business System (GBS) was not configured to log a user off the network after a predetermined period of inactivity. In addition, the GBS did not reject the manual entry of the same receptacle multiple times.

WHAT THE OIG RECOMMENDED:

We recommended the Statistical Programs manager update the current

policy and clearly document the process used to review SIRVI test data.

We also recommended the executive director, International Operations, direct GBS management to activate the time-out feature and lock the user session after a designated period of inactivity.

WHAT MANAGEMENT SAID:

Management agreed with our findings and recommendations. They stated Statistical Program Letter Number 2, Fiscal Year 2012, and related training scheduled for December 2011, will include an update to the SIRVI policy. They also plan to activate the GBS time out feature to lock the user session after a designated period of inactivity and prevent the acceptance of manually entered duplicates into the Receipt System by February 2012.

AUDITORS' COMMENTS:

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