

# Origin-Destination Information System: Revenue, Pieces, and Weight



## AUDIT REPORT

Report Number 25-114-R26 | June 22, 2026



# Table of Contents

## Cover

|  |   |
|--|---|
| <b>Highlights</b> .....                        | 1 |
| Background .....                               | 1 |
| What We Did .....                              | 1 |
| What We Found .....                            | 1 |
| Recommendations and Management’s Comments..... | 1 |

|                                 |   |
|---------------------------------|---|
| <b>Transmittal Letter</b> ..... | 2 |
|---------------------------------|---|

|  |   |
|--|---|
| <b>Results</b> .....                                     | 3 |
| Introduction/Objective.....                              | 3 |
| Background .....   | 3 |
| Finding #1: Data Entry - Digital and On-site Tests ..... | 4 |
| Recommendation #1 .....                                  | 5 |
| Recommendation #2 .....                                  | 5 |
| Recommendation #3.....                                   | 5 |
| Postal Service Response.....                             | 5 |
| OIG Evaluation.....                                      | 6 |
| Finding #2: Mail Exit Point System Updates .....         | 7 |
| Postal Service Response.....                             | 7 |
| OIG Evaluation.....                                      | 7 |
| Looking Forward .....                                    | 8 |

|   |    |
|---|----|
| <b>Appendices</b> .....                 | 9  |
| Appendix A: Additional Information..... | 10 |
| Scope and Methodology .....             | 10 |
| Prior Audit Coverage .....              | 10 |
| Appendix B: Management’s Comments ..... | 11 |

|                                  |    |
|----------------------------------|----|
| <b>Contact Information</b> ..... | 14 |
|----------------------------------|----|

# Highlights

## Background

Origin-Destination Information System: Revenue, Pieces, and Weight (ODIS-RPW) is the U.S. Postal Service's primary statistical sampling program used to assist in estimating the national revenue, volume, and weight for mail and parcels by category and class on a quarterly and annual basis. The Postal Service uses ODIS-RPW data to plan and budget; forecast volume, workloads, and overall productivity; conduct management studies; design processing facilities and equipment; and develop rate-setting proposals. The Postal Service has handbooks, guides, and other documentation that establish the policies and procedures to ensure consistent and accurate collection of ODIS-RPW data.

The ODIS-RPW sampling process is divided into two stages. In the first stage, a statistical sample is selected from mail and parcels leaving the postal system on a specific day at defined exit points. In the second stage, data collectors conduct ODIS-RPW tests for selected exit points as either a digital or on-site test.

## What We Did

Our objective was to determine whether the Postal Service conducted ODIS-RPW statistical tests in accordance with established policies and procedures. We reviewed 50 digital tests and seven on-site tests, as well as interviewed Postal Service management to gain an understanding of the ODIS-RPW process.

## What We Found

We found data collectors generally recorded most mailpiece data correctly during ODIS-RPW tests conducted during fiscal year 2026 quarter (Q)1 and Q2, though we found some exceptions. We identified opportunities to use emerging technology and make changes to the existing systems used to conduct tests to reduce exceptions. In addition, we found testing facility records were not always updated timely by the Postal Service prior to sample selection.

## Recommendations and Management's Comments

We made three recommendations to address the issues identified in the report. Postal Service management agreed with the recommendations, and the U.S. Postal Service Office of Inspector General (OIG) considers management's comments responsive. Management's comments and our evaluation are at the end of each finding and recommendation. See [Appendix B](#) for management's comments in their entirety.

# Transmittal Letter



OFFICE OF INSPECTOR GENERAL  
UNITED STATES POSTAL SERVICE

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June 22, 2026

**MEMORANDUM FOR:** FIONA MACHADO  
VICE PRESIDENT, PRICING AND COSTING

A handwritten signature in black ink that reads "Kelly Thresher".

**FROM:** Kelly Thresher  
Deputy Assistant Inspector General  
for Finance and Pricing, Human Capital Management,  
and Audit Services

**SUBJECT:** Audit Report – Origin-Destination Information System: Revenue, Pieces,  
and Weight (Report Number 25-114-R26)

This report presents the results of our audit of the U.S. Postal Service's Origin-Destination Information System: Revenue, Pieces, and Weight program.

All recommendations require U.S. Postal Service Office of Inspector General's (OIG) concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. All recommendations should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendations can be closed.

We appreciate the cooperation and courtesy provided by your staff. If you have any questions or need additional information, please contact Christa Owens, Director, Finance and Pricing, or me at 703-248-2100.

Attachment

cc: Postmaster General  
Corporate Audit Response Management

# Results

## Introduction/Objective

This report presents the results of our self-initiated audit of the U.S. Postal Service's Origin-Destination Information System: Revenue, Pieces, and Weight (ODIS-RPW) program (Project Number 25-114).

Our objective was to determine whether the Postal Service conducted ODIS-RPW statistical tests in accordance with established policies and procedures. See [Appendix A](#) for additional information about this audit.

## Background

ODIS-RPW is the Postal Service's primary statistical sampling program used to assist in estimating the national revenue, volume, and weight for mail (i.e., letters and flats) and parcels (i.e., packages) by category and class on a quarterly and annual basis. The Postal Service uses ODIS-RPW data to plan and budget; forecast volume, workloads, and overall productivity; conduct management studies; design processing facilities and equipment; and develop rate-setting proposals.

The Postal Service has handbooks, guides, and other documentation that establish policies and procedures to ensure consistent, accurate collection of ODIS-RPW data. The Postal Service's Handbook F-75: *Revenue, Volume, and Performance Measurement Systems* (Handbook F-75) documents the Postal Service's established policies and procedures for conducting ODIS-RPW statistical tests including the collection of mailpiece data (e.g., revenue, weight, volume, transit times) for mail and parcels by category and class. Quarterly training

and assessments are provided to data collectors to reinforce the policies and procedures.

The ODIS-RPW sampling process is divided into two stages. In the first stage, a statistical sample is selected from mail and parcels leaving the postal system on a specific day at defined mail exit point (MEP)<sup>1</sup>. Every facility generally has one or more MEPs. MEPs must be added, updated, or deleted in the Computerized On-Site Data Entry System (CODES) Web Base Unit (WBU)<sup>2</sup> by Supervisors for Statistical Programs prior to the next sample selection since ODIS-RPW tests are conducted by data collectors daily, but scheduled by their supervisors quarterly. About two weeks before the beginning of each quarter, the CODES WBU randomly selects MEPs to test on specific dates.

In the second stage, data collectors conduct ODIS-RPW tests for selected MEPs as either a digital or on-site test, and record mailpiece data in CODES laptop computers. On-site tests require data collectors to travel to Postal facilities on randomly selected days, and sample mail and packages as they arrive at the facilities to record their mailpiece data. Digital tests are designed to automate the statistical sampling process by replacing on-site data collection with randomly selected mailpiece images collected as mailpieces go through processing equipment. Data collectors view the images remotely using a web-based tool, Statistical Programs Virtual Image Enterprise Warehouse (SP VIEW), instead of traveling to a Postal facility and sampling the mail and packages.

<sup>1</sup> A MEP is a physical location where mail can be sampled as it exits the postal system. It specifies the test location, mail streams, and cutoff times that define a particular ODIS-RPW test.

<sup>2</sup> CODES WBU serves as the central gathering place of Statistical Programs data collected from the Postal Service's districts, which is reviewed and, in some cases, edited.

## Finding #1: Data Entry – Digital and On-site Tests

We reperfomed 57 ODIS-RPW tests<sup>3</sup>, which had 10,669 mailpieces, during fiscal year (FY) 2026 quarter (Q)1 and Q2. We found exceptions with 86 mailpieces (1 percent) throughout 23 of the 57 tests. The errors identified did not materially affect national estimates. In each of these tests, the data collectors did not properly enter mailpiece data in the CODES laptop

computer. All issues noted were identified during reperformance of digital ODIS-RPW tests except one issue identified during reperformance of an on-site ODIS-RPW test. Specifically, data collectors incorrectly recorded 104 mailpiece characteristics in accordance with Handbook F-75, as noted in Table 1.

**Table 1. Summary of Issues From Reperforming ODIS-RPW Tests**

| Total Mailpiece Data Exceptions | Select Handbook F-75 Requirements  | Issue Description  |
|---------------------------------|--|--|
| 11                              | Record whether mailpieces indicate they were forwarded, returned, or missent.  | Recorded whether the mailpiece was forwarded, returned, or missent incorrectly, or recorded it as “could not be read” or “not at all.” |
| 8                               | Record the mail class on each mailpiece.                                       | Recorded the mailpiece’s mail class as the wrong mail class.   |
| 15                              | Record the markings on each mailpiece.   | Recorded the mailpiece’s marking incorrectly as different markings or having no markings at all.                                       |
| 7                               | Record the type of mailer (e.g., Postal Service, Federal Government, Private). | Recorded the mailpiece’s type of mailer as the wrong type of mailer.   |
| 4                               | Record the total mailpiece revenue. <sup>4</sup>                               | Recorded the mailpiece’s total revenue incorrectly or not at all.  |
| 6                               | Record all indicia <sup>5</sup> found on the mailpiece.                        | Recorded the mailpiece’s indicia as the wrong indicia.   |
| 6                               | Record the meter manufacturer.   | Recorded the mailpiece’s meter manufacturer as the wrong meter manufacturer.   |
| 5                               | Record the number and year of Forever stamps.                                  | Recorded the mailpiece’s number and year of Forever stamps incorrectly or not at all.  |
| 42                              | Record the first three digits of the origin ZIP Code.                          | Recorded mailpiece’s origin ZIP Code as could not be read, the wrong ZIP Code, or not at all.  |

Source: U.S. Postal Service OIG analysis based on reperforming a sample of ODIS-RPW tests during FY 2026 Q1 and Q2.

These issues can be attributed to several causes:

- Design of CODES: Incorrectly recording mailpiece data in the CODES laptop computer can cause additional downstream data entry errors due to the design of the CODES software. For example, if a data collector selects the wrong mail class

for a tested piece, then the data collector will automatically have incorrect options when selecting possible answers for the mailpiece’s markings.

<sup>3</sup> 50 digital ODIS-RPW tests (i.e., one for each of the Postal Service’s 50 districts); and seven on-site ODIS-RPW tests (i.e., at least one or more for each of the Postal Service’s four areas).

<sup>4</sup> Total mailpiece revenue is the sum of revenue for a single mailpiece and fees for any extra services.

<sup>5</sup> Indicia refers to the postage payment on the mailpiece (e.g., stamp, permit imprint, information-based indicia / intelligent mail indicia).

- **Design of SP VIEW:** SP VIEW is a central server used to temporarily store scanned mailpiece images for digital ODIS-RPW tests. However, the way the system is designed, mailpiece images cannot always be seen in full without zooming out. For example, if a mailpiece has a forwarding label on it, but that label isn't visible in the initial SP VIEW image, testers may not be aware they should zoom out to look for it. Mailpieces could be depicted in SP VIEW to enable data collectors to see the entire mailpiece at once.
- **Mailpiece Data Review:** The data collected during ODIS-RPW tests are dependent on data collectors' manual input of accurate and complete data after viewing mailpieces, which is susceptible to human error and may result in inaccurate and/or incomplete data. While additional training may help data collectors avoid exceptions, the dependency on manual input and therefore, the likelihood of human error remains.

When mailpieces are not properly recorded in appropriate systems, there is an increased risk that the Postal Service's estimated national revenue, volume, and weight may be misstated. Furthermore, inaccurate or incomplete ODIS-RPW data undermines the Postal Service's ability to plan and budget effectively, forecast volumes and workloads, support management studies, design facilities and equipment, and develop rate-setting proposals. While Statistical Programs management subsequently corrected the data entries after the OIG conveyed the issues, published updated Statistical Programs handbooks, and provided quarterly data collector trainings and assessments, system enhancements that eliminate manual entry and the potential for human error could further improve processes.

### Recommendation #1

We recommend that the **Vice President, Pricing and Costing**, reevaluate the design of the Computerized On-Site Data Entry System and update, as necessary, to include additional review prompts.

### Recommendation #2

We recommend that the **Vice President, Pricing and Costing**, update the design of Statistical Programs Virtual Image Enterprise Warehouse to enable data collectors to see the entire mailpiece upon accessing the test to improve visibility and accuracy.

### Recommendation #3

We recommend that the **Vice President, Pricing and Costing**, analyze and determine whether existing image recognition technology within the Postal Service — along with advances in artificial intelligence — could be used to more accurately, completely, and efficiently conduct digital Origin-Destination Information System: Revenue, Pieces, and Weight tests.

### Postal Service Response

Management agreed with the finding and recommendations.

Regarding recommendation 1, management is evaluating the current design of the CODES review prompt in coordination with the Information Technology team to determine whether enhancements can be implemented to further improve data entry accuracy and reduce the potential for errors. The target implementation date is January 17, 2027.

Regarding recommendation 2, management has completed developmental work to allow data collectors to see improved visibility of the full mailpiece image during digital ODIS-RPW testing. The target implementation date is August 1, 2026.

Regarding recommendation 3, management stated it is in the early stages of evaluating the potential use of artificial intelligence and image recognition technologies to support mailpiece classification within the digital ODIS-RPW workflow. Additionally, management plans to reassess existing image recognition capabilities to determine whether advancement in technology could support a more efficient approach while continuing to meet the statistical accuracy, reliability, and quality standards required for ODIS-RPW testing. The target implementation date is July 1, 2027.

#### **OIG Evaluation**

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

## Finding #2: Mail Exit Point System Updates

We found most MEPs in CODES WBU were updated properly with changes (e.g., editing, updating, or deleting facilities). However, we found four of the 164,633 facilities required updates in the system during FY 2026, Q1. Specifically:

- One facility was closed due to the building being condemned, but the associated mail streams<sup>6</sup> for its unique ZIP Code were not moved to a different facility.
- For three test facilities, management reported the offices were permanently closed and their mail goes to different post offices. However, the main office<sup>7</sup> entries for the post offices were not deleted in the system. Additionally, the destination<sup>8</sup> and test facilities for these post offices were still active in the system.

The Postal Service's *Handbook F-95: Statistical Programs Management Guide* notes that Supervisors of Statistical Programs must keep MEPs in CODES WBU accurate and current to support the ODIS-RPW sample selection process. This includes adding, updating, or deleting facilities in the system. Handbook F-95 also notes that each quarter, the Statistical Programs' Service Center sends out a report that lists MEPs that might need updating for

various reasons (e.g., missing ZIP Code, missing mail stream, and duplicate selections). The facility issues we identified were not identified through this process.

Additionally, MEPs must be reviewed by data collectors on-site if an ODIS-RPW test is scheduled on that MEP during the quarter to check for inaccurate administrative information, and the collector must report it back to their supervisor, as necessary. Management reported three of the four test facilities were last tested outside of the audit's period of review.

Accurate and timely MEP maintenance is essential for ensuring the MEP population is complete and current. Based on our audit, management updated the MEPs in CODES WBU and all four facilities have been permanently closed. As a result, we are not making a recommendation.

### Postal Service Response

Management agreed with finding 2.

### OIG Evaluation

The OIG considers management's comments responsive to the finding.

<sup>6</sup> A mail stream is a mail flow composed of one prevailing mail shape.

<sup>7</sup> A main office is a primary Postal Service facility that services subordinate stations or branches.

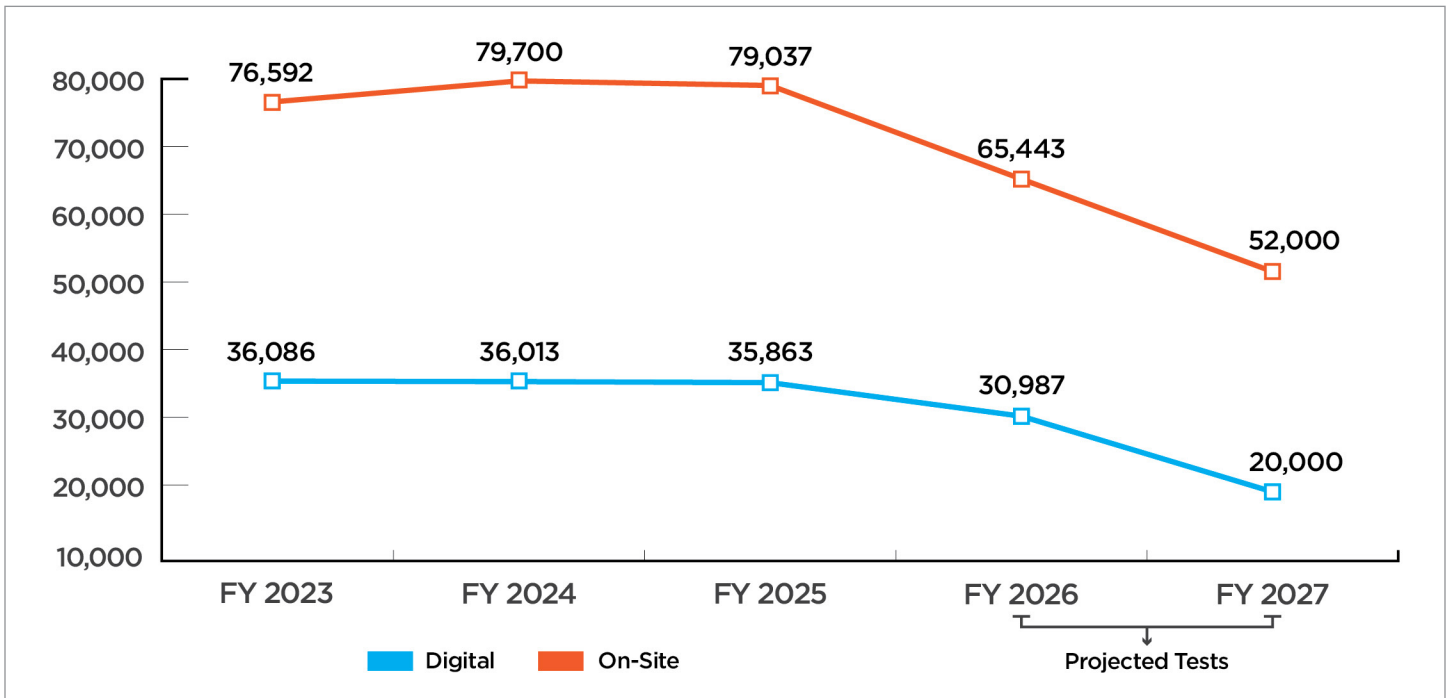
<sup>8</sup> A destination facility is the last location that mail passes through before leaving the postal system.

## Looking Forward

On March 11, 2021, the Postal Service submitted a petition<sup>9</sup> to the Postal Regulatory Commission (PRC) that proposed changes to the ODIS-RPW program. The changes included a sample design, statistical estimation methodology change, and an overall reduction in the statistical sample size. On February 9, 2026, the PRC approved the petition. On average, the Postal Service scheduled 114,430 ODIS-RPW tests (78,443 on-site and 35,987 digital) each year from FY 2023 through FY 2025. The Postal Service estimates that the proposed changes would result in an overall reduction of tests by 34 percent, as shown in Figure 1. The Postal Service tentatively plans to implement the changes to the ODIS-RPW program starting in FY 2026, Q4.

On average, the cost for the Postal Service to conduct ODIS-RPW tests was \$34.3 million (\$3.5 million for digital and \$30.8 million for on-site) each year from FY 2023 through FY 2025. The OIG estimates that the proposed changes could result in significant cost reductions, as the time required to complete these tests decreases. As the number of ODIS-RPW tests decreases in the future, ensuring tests are conducted accurately will be even more essential. In addition, using image recognition and image analysis technologies could further decrease costs in the future.

**Figure 1. ODIS-RPW Tests Scheduled From FY 2023 Through FY 2027**



Source: OIG analysis based on the Postal Service's CODES WBU data and other information.

<sup>9</sup> U.S. Postal Service, *Petition of The United States Postal Service for the Initiation of a Proceeding to Consider Proposed Changes in Analytical Principles (Proposal One)*, Docket No. RM2021-3, March 11, 2021.

# Appendices

|   |    |
|---|----|
| <b>Appendix A: Additional Information</b> ..... | 10 |
| Scope and Methodology .....                     | 10 |
| Prior Audit Coverage .....                      | 10 |
| <b>Appendix B: Management's Comments</b> .....  | 11 |

# Appendix A: Additional Information

## Scope and Methodology

The scope of our audit included ODIS-RPW statistical tests conducted from FY 2023, Q1 through FY 2026, Q2.

To accomplish our objective, we:

- Reviewed relevant documentation including previous OIG reports, established policies and procedures, RPW annual and quarterly reports, and data files.
- Reviewed laws and regulations applicable to the Postal Service's ODIS-RPW program.
- Interviewed Statistical Programs management and personnel at Postal Service Headquarters and facilities to understand the Postal Service's ODIS-RPW program.
- Consulted with the Postal Regulatory Commission's Office of Accountability & Compliance to further our understanding of the Postal Service's ODIS-RPW program.
- Interviewed representatives from the mailing industry to discuss their perspectives on the Postal Service's ODIS-RPW program.
- Conducted walkthroughs of CODES WBU's scheduler and MEP population.
- Reperformed testing for 57 total ODIS-RPW tests, which included 50 digital ODIS-RPW tests (i.e., one for each of the Postal Service's 50 districts); and 7 on-site ODIS-RPW tests (i.e., at least one or more for each of the Postal Service's 4 areas).
- Evaluated the completeness of the MEP population as of FY 2026, Q1.

We conducted this performance audit from September 2025 through June 2026 in accordance with generally accepted government auditing standards and included such tests of internal controls as we considered necessary under the circumstances. Those standards require that we

plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our finding and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective. We discussed our observations and conclusions with management on May 19, 2026, and included its comments where appropriate.

In planning and conducting the audit, we obtained an understanding of the ODIS-RPW's internal control structure to help determine the nature, timing, and extent of our audit procedures. We reviewed the management controls for overseeing the program and mitigating associated risks. Additionally, we assessed the internal control components and underlying principles, and we determined that the following two components were significant to our audit objective: control activities and information and communication.

We developed audit work to ensure that we assessed these controls. Based on the work performed, we identified internal control deficiencies related to control activities that were significant within the context of our objective. Our recommendations, if implemented, should correct the weaknesses we identified.

We assessed the reliability of CODES WBU data by performing logical tests of completeness, reasonableness, and validity on FY 2026, Q1-Q2 ODIS-RPW sample data, FY 2026, Q1 MEP population, and FY 2023 - 2025 ODIS-RPW test data. We determined that the data were sufficiently reliable for the purposes of this report.

## Prior Audit Coverage

The OIG did not identify any prior audits or reviews related to the objective of this audit within the last five years.

# Appendix B: Management's Comments



June 8, 2026

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: *Origin-Destination Information System – Revenue, Pieces, and Weight (ODIS-RPW)*

Thank you for providing the Postal Service with an opportunity to review and comment on the findings and recommendations contained in the draft audit report, *Origin-Destination Information System – Revenue, Pieces, and Weight (ODIS-RPW) (25-114-DRAFT)*

Management agrees with the findings in the report.

**Finding #1: Data Entry – Digital and On-site Tests**

Management acknowledges the exceptions identified during the reperformance of ODIS-RPW tests. Approximately 91 percent of the identified exceptions either did not impact national estimates or involved data elements not used within the ODIS-RPW estimation process. While many of the identified exceptions related to data not utilized by the ODIS-RPW system, all exceptions are taken seriously. Corrective actions have been implemented, including documenting required corrections through anomaly log entries where applicable and providing targeted training and coaching to the data collectors associated with the identified exceptions to reinforce proper procedures and data entry requirements.

**Finding #2: Mail Exit Point System Updates**

Management acknowledges the (MEP) exceptions identified. The necessary system updates have been completed to address the specific facilities noted. While these discrepancies did not impact testing operations or national estimates, management recognizes the importance of maintaining accurate and current MEP information. Processes are already in place to routinely monitor operational changes and make updates as needed to support the integrity of the ODIS-RPW sampling framework.

Following, are our comments on each of the three recommendations.

**Recommendation 1:** We recommend that the Vice President of Pricing and Costing, reevaluate the design of the Computerized On-Site Data Entry System and update, as necessary, to include additional review prompts.

Management Response/Action Plan:

Management agrees with the recommendation and is currently evaluating the current design of the Computerized On-Site Data Entry System (CODES) review prompts in coordination with the Information Technology team to determine whether enhancements can be implemented to further improve data entry accuracy and reduce the potential for errors.

Target Implementation Date: 01/17/2027

Responsible Official:

Director, Revenue & Volume Reporting

Recommendation 2: We recommend that the Vice President of Pricing and Costing, update the design of Statistical Programs Virtual Image Enterprise Warehouse to enable data collectors to see the entire mailpiece upon accessing the test to improve visibility and accuracy.

Management Response/Action Plan:

Management agrees with the recommendation and development work has already been done to allow data collectors improved visibility of the full mailpiece image during digital ODIS-RPW testing.

Target Implementation Date: 08/01/2026

Responsible Official:

Sr. Director, Statistical Programs

Recommendation 3: We recommend that the Vice President of Pricing and Costing, analyze and determine whether existing image recognition technology within the Postal Service - along with advances in artificial intelligence - could be used to more accurately, completely, and efficiently conduct digital Origin-Destination Information System – Revenue, Pieces, and Weight tests.

Management Response/Action Plan:

Management agrees with the recommendation. The Postal Service is in the early stages of evaluating the potential use of artificial intelligence and image recognition technologies to support mailpiece classification within the digital ODIS-RPW workflow. Additionally, management plans to reassess existing image recognition capabilities to determine whether advancements in technology could support a more efficient approach while continuing to meet the statistical accuracy, reliability, and quality standards required for ODIS-RPW testing.

Target Implementation Date: 07/01/2027

Responsible Official:

Director, Revenue & Volume Reporting and Sr. Director, Statistical Programs

E-SIGNED by FIONA.E MACHADO  
on 2026-06-08 11:41:57 EDT

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FIONA MACHADO  
(A) VICE PRESIDENT, PRICING & COSTING

*cc: Corporate Audit & Response Management*

# OFFICE OF INSPECTOR GENERAL

UNITED STATES



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1735 North Lynn Street, Arlington, VA 22209-2020  
(703) 248-2100

For media inquiries, please email [press@uspsig.gov](mailto:press@uspsig.gov) or call (703) 248-2100