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SUBJECT: Audit Resolution – Political Campaign Mailings  
(Audit Report Number MS-AR-08-006, Dated September 30, 2008)

This memorandum summarizes the results of our December 15, 2008, meeting and subsequent efforts to resolve open significant recommendations 1, 2, 6 and 7 from the subject audit report.

### **Recommendation 1**

The U.S. Postal Service Office of Inspector General (OIG) recommended the Vice President, Business Mail Entry and Payment Technologies, coordinate with the Vice Presidents, Area Operations, to consolidate the manual political mail log into the automated recordkeeping system in PostalOne! for all sites that have access to the PostalOne! system; and to require sites that do not have access to the PostalOne! system to maintain the manual political mail log and transmit the political campaign mailing information to their respective Business Mail Entry Units to be entered into PostalOne!.

### **Management's Initial Response to Report Recommendation**

Management disagreed with recommendation 1, asserting that PostalOne! was never designed to be a data collection and management system for political mail logs, and the manual log process, with certain revisions, is effective in ensuring enough information is obtained to deal with any customer issues that appear.

## **Resolution**

Management will consolidate the manual political mail log into the automated recordkeeping system in PostalOne! for all sites that have access to the PostalOne! system. Those sites which are not PostalOne! sites will continue to maintain manual logs, and will not be required to transmit political campaign mailing information to their respective Business Mail Entry Units to be entered into PostalOne!.

## **Recommendation 2**

The OIG recommended the Vice President, Business Mail Entry and Payment Technologies, coordinate with the Vice Presidents, Area Operations, to program PostalOne! to require employees to identify political campaign mailings in the system.

## **Management's Initial Response to Report Recommendation**

Management disagreed with recommendation 2 because employees are already required to identify whether a mailing is political, and because the recommendation would increase costs with minimal benefit.

Management prefers to make any check box in PostalOne! optional, rather than mandatory. Faced with a mandatory check box, and given that political campaign mailings are a small percentage of the 14 million mailings processed annually, it is likely that Business Mail Entry clerks will, out of habit, check "no" for all postage statements. This control would therefore be ineffective.

## **Resolution**

The OIG pointed out that for three sites the audit identified 299 political campaign mailings that were not identified as such in PostalOne!. Therefore, optional identification has already proven ineffective.

Management agreed to conduct communications and training awareness around election periods.

## **Recommendations 6 and 7**

The OIG recommended the Acting Senior Vice President, Operations, coordinate with the Vice Presidents, Area Operations, to:

6. Develop standard operating procedures for accepting, processing, and documenting political mail inquiries and their resolution. The standard operating procedures should clearly define areas of responsibility and provide a method for tracking political mail inquiries and their resolution.

7. Provide training for officials responsible for resolving political campaign mail complaints to make them aware of the requirements for handling political campaign mail inquiries and their resolution.

### Management's Initial Response to Report Recommendations

Management agreed with recommendations 6 and 7, but indicated the responsibility rests with the Postal Service's Office of Consumer Advocate.

### Resolution

The Vice President, Consumer Advocate, will assume responsibility for implementing these recommendations.

The OIG agrees that the resolution actions planned or taken are substantially responsive to the recommendations. Management will submit a timeline for implementing these corrective actions, as appropriate, or requests to close the recommendations if actions have already been implemented.

E-Signed by Darrell E. Benjamin, Jr.   
VERIFY authenticity with ApproveIt 

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