

## About Us

The U.S. Postal Service Office of Inspector General (OIG) plays a key role in maintaining the integrity and accountability of America's postal service, its revenue and assets, and its employees. With \$75 billion in revenue, the Postal Service is at the core of a \$900 billion mailing industry that employs more than nine million people. The 700,000 employees and contractors of the Postal Service comprise the largest civilian federal workforce in the country.

Delivering more than 212 billion pieces of mail yearly to 148 million delivery points and operating 33,000 postal facilities, America's postal system is one of the government's most trusted entities. The USPS OIG, an independent agency within the Postal Service under the general supervision of nine presidentially appointed governors, employs more than 1,100 auditors, investigators, and professional support personnel stationed in more than 90 offices to meet the challenge of preserving this trust.

## Our Mission

The OIG achieves its mission of helping maintain confidence in the postal system and improving the Postal Service's bottom line through independent audits and investigations. Audits of postal programs and operations help to determine whether the programs and operations are efficient and cost effective. Investigations help prevent and detect fraud, theft, and misconduct, and have a deterrent effect on postal crimes.

## CONTACT US

To report alleged violations of laws, rules, or regulations; employee misconduct; waste of funds; theft; fraud; abuse of authority; or danger to public health and safety that involves U.S. Postal Service employees and contractors, contact us through our Hotline:

By mail:  
**USPS OIG**

**Attention: OIG Hotline**  
1735 North Lynn Street  
Arlington, VA 22209-2020

By phone:  
**1-888-USPS-OIG**

By e-mail:  
**Hotline@uspsoig.gov**

By fax:  
**1-866-756-6741**

By TTY for the hearing impaired:  
**1-866-OIG-TEXT**

For further information, visit:  
**[www.uspsoig.gov](http://www.uspsoig.gov)**



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in America's Postal System*

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## Discover the Office of Inspector General





## AUDIT

Auditors and Evaluators conduct performance and financial audits of Postal Service programs and operations; assess compliance with laws and regulations; evaluate internal controls; and report on the results. Their annual audit plan focuses on the Postal Service's highest strategic, financial, and operational risks.

### AREAS OF AUDIT FOCUS:

#### Financial Accountability

- Field Financial
- Financial Reporting

#### Revenue and Systems

- Sales & Service
- Cost, Revenue & Rates
- Information Systems

#### Support Operations

- Supply Management
- Human Capital
- Inspection Service & Facilities
- Engineering
- Capital Investments

#### Mission Operations

- Network Processing
- Transportation
- Delivery
- Network Optimization



**CONTACT US:**  
**1-888-USPS-OIG**  
**www.uspsoig.gov**

## INVESTIGATIONS

The investigative efforts of OIG Special Agents assist the Postal Service in protecting the mail and help in maintaining the integrity of postal personnel. These Special Agents — federal law enforcement officers — investigate internal crimes and frauds against the Postal Service.

### AREAS OF INVESTIGATIVE FOCUS:

- Theft, delay, or destruction of mail by employees and contractors
- Injury compensation fraud
- Embezzlements and financial crimes
- Contract fraud
- Computer crimes
- Internal affairs and executive investigations
- Employee misconduct and general crimes
- Narcotics
- Whistleblower reprisals



Special Agents also investigate bribery, extortion, and conflicts of interest

## SUMMARY OF ACTIVITIES FOR 2007

### AUDIT

• Reports issued	407
• Significant recommendations issued	160
• Total reports with financial impact	169
• Funds put to better use	\$1.48 billion
• Questioned costs	\$553 million
• Revenue impact	\$4.9 million

**TOTAL** \$2 billion

### INVESTIGATIONS

• Investigations completed	8,256
• Arrests/Information/Indictments	817
• Convictions	511
• Administrative actions	4,051
• Cost avoidance	\$208.2 million
• Fines, restitutions and recoveries to the Postal Service	\$35.4 million

## HOTLINE CONTACTS

Total contacts, including calls, e-mails, mail, and faxes ..... **85,490**