



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

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# HIGHLIGHTS

July 16, 2012

## 21<sup>st</sup> Century Post Office: Non-Postal Products and Services

Report Number DA-MA-12-005

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### **BACKGROUND:**

This is the third in a series of reports addressing the impact of the 21<sup>st</sup> Century Post Office on U.S. Postal Service Customer Services Operations and Retail. Our objective was to assess the opportunity for the Postal Service to provide non-postal products and services at retail facilities. Non-postal products and services are those not directly related to the delivery of letters, printed matter, or mailable packages.

### **WHAT THE OIG FOUND:**

The Postal Service could increase the value of Post Office retail facilities and address community needs by evaluating and offering non-postal products and services. New non-postal products are not currently authorized, but pending legislation could provide additional opportunities. The Postal Service should consider offering non-postal products and services suggested by stakeholders

and those offered by foreign postal systems. Examples of non-postal products and services include expanded government services, public Internet access, notary services, check cashing, and warehousing. Finally, the Postal Service needs to address barriers to offering non-postal products and services and ensure that non-postal products and services are strategically placed at retail locations with sufficient foot traffic to help ensure success.

### **WHAT THE OIG RECOMMENDED:**

We recommended the Postal Service develop a strategy to identify, evaluate and offer the most promising non-postal products and services, including how to overcome identified barriers, when legislation permits.