

Post Office Box Data Review

Guidelines & Audit Checklist

April 2009

**Retail Operations
475 L'Enfant Plaza, Room 5621
Washington, DC 20260-5621**

Guidelines for Review

1. This audit should be conducted for all Post Offices, Station, Branches, CPO, CPU and Detached Box Section or store that has PO Boxes.
2. The Audit Reviews must be completed by management.
3. Caller/Reserve Service reviews will be done separately and at a later date.
4. PO Box Audit Reviews are required to be done annually by June 30th.

Note: Offices with discrepancies found should be re-audited every quarter until data is accurate. The physical PO Box count must match WebBATS.

5. It is recommended that Districts complete onsite Audit Reviews at level 21 and above Offices.
6. Call unit prior to the visit and audit; be sure to ask what time the box clerk will be available to work with you.
7. Processes to note:
 - a. WebBATS and AMS are integrating. The accuracy of this Audit Review is extremely important.
 - b. Offices using WebBATS should only have the 1093 filed by box number, not dual paper filing systems that create more work.
 - c. PS Form 1091 should not be kept. Ensure 1091 are not being use, if so they should be disposed of.
 - d. Ask why locks are not changed.
 - e. Take note of where the key to the boxes are kept.
8. Get your materials ready.
 - a. Have the PO Box clerk print the Facility Information from WebBATS
 - b. Have the PO Box clerk print the Monthly Summary report from WebBATS
 - c. Have the PO Box clerk print the PO Box audit report from WebBATS
 - d. A printed copy of this Audit Review.
9. After the Audit Review is completed and if discrepancies are found concerning the number of PO Boxes Issued, Closed and Available, contact your AMS office to ensure your PO Box records are corrected and update WebBATS. This is extremely important with the WebBATS and AMS integration.
10. After the completion of the Audit Review, a copy of Facility page, Monthly Summary Report and the signed copy of the Audit Review are to be submitted to your District WebBATS coordinator. Retain the original copy of these documents and the PO Box audit report that was used during the actual audit review locally.
 - a. It is recommended that each POOM assign a WebBATS Subject Matter Expert for their area and that the Audit Reviews are mailed to them for verification.
 - b. Log into WebBATS and Certify the Audit Review results in the Facility page.



Checklist for PO Box Review

Date: ___/___/___ Auditors' Name _____

Name of office: _____ Box Section ZIP Code: _____

I. Physical Inventory - Lobby

1. Was the PO Box Mail up time posted? Yes [] No [] 1a. Time Posted: _____ M-F/S [] or M-S []
a. How was time established (justification for time)? _____

b. Pull the SPMS report. Is the box up time being met? Yes [] No []

2. Portable Box Unit: Yes [] No [] 2b. Number of Units: _____ Total number of boxes in Unit: _____

3. Parcel Lockers: Yes [] No [] Yes, how many? _____

4. Does the physical count of Parcel Lockers match the number indicated in the WebBATS facility report? Yes [] No []

5. PO Box Lock Types: Key [] Combinations [] Both Types []

6. Sections: _____ (How many walls are holding boxes?) Example: B001, B002 etc.

7. Is the office still maintaining the PS Form 1091's? Yes [] No [] if yes, instruct the office to shred the forms.

8. Enter the number of boxes by size that you count (You can do this in the lobby or back office)

Table with 10 columns: Size, Section 1, Section 2, Section 3, Section 4, Section 5, Section 6, Section 7, Section 8, Total. Rows 1-5 and Totals.

9. Does the aggregate number of PO Boxes match the aggregate total in the Edit Book? Yes [] No [] If not, make the necessary adjustments to either WebBATS or the Edit Book.

II. Inventory / Operations of PO Boxes - Back Office (Work with the Box Clerk or the PO Box Section Supervisor to get the information you will need.)

10. PO Box Parcels that don't fit in the Parcel Lockers or the office does not have lockers. How are they managed?: Sorted by Name: [] PO Box Number: [] Other: []

Describe Other:

Horizontal lines for describing other management methods.



11. Notices left for PO Box Accountable Mail, how are the mail pieces managed?

By Name: PO Box Number: Other:

Describe Other:

12. Waiting List – Is there a Waiting List of customers wanting to rent boxes. Yes No If yes, note the count.
Did the count come from the WebBATS Waitlist Report? Yes No

Size	Number of Customers
1	
2	
3	
4	
5	
Any	
Total	

13. Ask for the previous years WebBATS Audit Review of the box section. Did they have one? Yes No

a. If they did not have one, was Audit Review certified in WebBATS and by whom? _____

14. How many Locks does WebBATS indicate need changing under Action Alerts when the clerk first logged into the system? (if you missed it have the clerk pull the **Key/Combo Change Required**) _____

III. Fill out the counts below with the information provided by the clerk and your physical count for total, Rented and Available boxes:

Total Boxes

Size	Physical Inventory Count	WebBATS Count
1		
2		
3		
4		
5		
Totals		

Issued Boxes

Size	Physical Inventory Count	No-Fee Boxes (if applicable)	WebBATS Count
1			
2			
3			
4			
5			
Totals			



Available Boxes

Size	Physical Inventory Count	WebBATS Count
1		
2		
3		
4		
5		
Totals		

IV. Do a random selection for each box size, use the WebBATS Audit Report 'Status' column and complete each of the following sections:

i. Issued – Ask for the PS Form1093 for this customer (both top and bottom portions).

Size	Box Number	1093 on File?	Match what's in WB?	Are IDs Annotated on form?
		Yes / No	Yes / No	Yes / No
		Yes / No	Yes / No	Yes / No
		Yes / No	Yes / No	Yes / No
		Yes / No	Yes / No	Yes / No
		Yes / No	Yes / No	Yes / No
		Yes / No	Yes / No	Yes / No
		Yes / No	Yes / No	Yes / No

Comments and Observations:

ii. Available – physically check to make sure the box is indeed available.

Size	Box Number	Mail in the Box	No – COA on file?	Yes - 1093 on File?
		Yes / No	Yes / No	Yes / No
		Yes / No	Yes / No	Yes / No
		Yes / No	Yes / No	Yes / No
		Yes / No	Yes / No	Yes / No
		Yes / No	Yes / No	Yes / No
		Yes / No	Yes / No	Yes / No
		Yes / No	Yes / No	Yes / No

Comments and Observations:



iii. Closed – physically check to make sure the box is indeed closed.

Size	Box Number	Mail in the Box	No – The Date lock will be changed?	Yes - 1093 on File?
		Yes / No	___/___/___	Yes / No
		Yes / No	___/___/___	Yes / No
		Yes / No	___/___/___	Yes / No
		Yes / No	___/___/___	Yes / No
		Yes / No	___/___/___	Yes / No
		Yes / No	___/___/___	Yes / No
		Yes / No	___/___/___	Yes / No

Comments and Observations:

iv. Broken – physically check to make sure the box is indeed broken.

Size	Box Number	Actually Broken?	Yes – Date Schedule for Repair?	No - 1093 on File?
		Yes / No	___/___/___	Yes / No
		Yes / No	___/___/___	Yes / No
		Yes / No	___/___/___	Yes / No
		Yes / No	___/___/___	Yes / No
		Yes / No	___/___/___	Yes / No
		Yes / No	___/___/___	Yes / No
		Yes / No	___/___/___	Yes / No

Comments and Observations:

V. Overflow mail for PO Box customers. Yes No How many boxes? _____
 Did they have PS Forms 1532 for the boxes with Overflow condition? Yes No

Additional Comments and/or Observations:

Signature of manager completing the Audit Review: _____

Date Audit Review Completed: _____