



# WHO PROTECTS YOUR MAIL?

**MAILERS TECHNICAL ADVISORY COMMITTEE**

Guy Cottrell, Chief Postal Inspector



# OUR MISSION

We support and protect the U.S. Postal Service,  
its employees, infrastructure, and customers;  
enforce the laws that defend the nation's mail system  
from illegal or dangerous use;  
and ensure public trust in the mail.

**SECURITY:**  
It Comes With the Stamp!

WE ARE AMERICA'S  
**MOST TRUSTED**  
GOVERNMENT AGENCY

# OUR MAILERS YOUR MAIL



## WE PROTECT ALL OF IT!

From the people who *move it* ... to the customers who *use it*.



# THE MAILING INDUSTRY...



**8.4 MILLION JOBS AND 1 TRILLION DOLLARS IN REVENUE**

(...a trillion dollar bills laid end-to-end would stretch further than the distance from the earth to the sun)

# PROTECTING YOUR BUSINESS

Mailing Industry —

We'll help:

- Keep your employees safe
- Protect your business
- Secure your operations



***... And it's all included in the price of a stamp!***

# REDUCING SECURITY RISKS

## WHAT'S YOUR RISK LEVEL?

Start your risk assessment by evaluating:

- Location of mail operations
- Personnel who handle mail
- Your customers





# YOUR MAIL CENTER

## TRAIN YOUR STAFF

- Teach basic security procedures
- Know how to recognize suspicious items
- Recommend security improvements
- Disseminate response protocols



# PROTECTING YOUR MAIL CENTER UNEXPECTED RISKS

While suspicious mail remains a risk for mail centers, the likelihood that your business will experience a catastrophic event is negligible.





# SUSPICIOUS ITEMS

## DEVELOP A RESPONSE PLAN

An important step for every business is to develop an emergency plan to handle responses to known or possible exposure to a suspicious substance.



# FORMULATE YOUR PLAN

## DETERMINING RISK LEVEL and DEVELOPING YOUR EMERGENCY RESPONSE

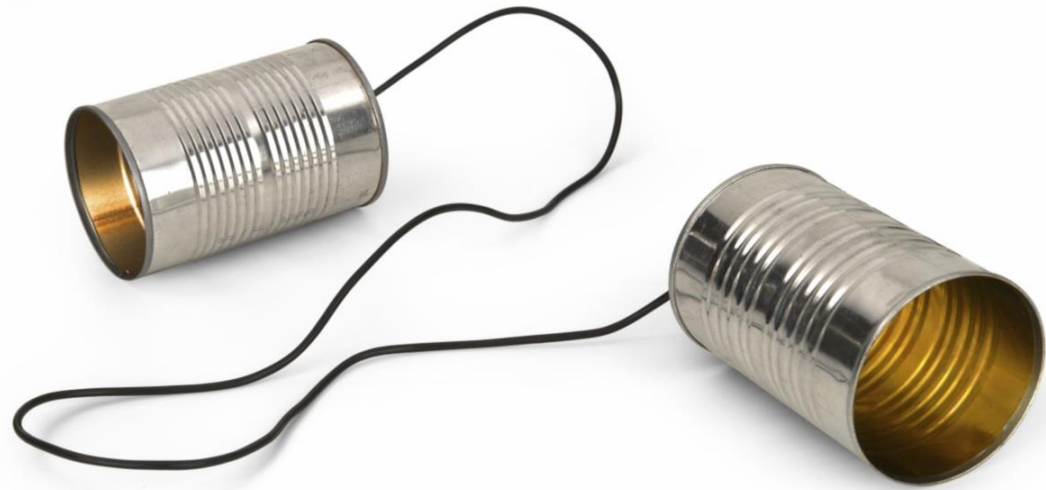
If you can't eliminate risk through prevention, identify an appropriate emergency response to ensure the immediate safety of your employees and customers, and the security of your assets.



# COMMUNICATION IS ESSENTIAL DISTRIBUTING INFORMATION

Identify who will be responsible for acquiring and distributing information about your center's operations for three key audiences:

- Mail center personnel
- Customers
- Managers



# ADDITIONAL RESOURCES

## READ THE PLAN

Our Publication 166, Guide for Mail Center Security, provides detailed guidelines for setting up a secure corporate mail center.

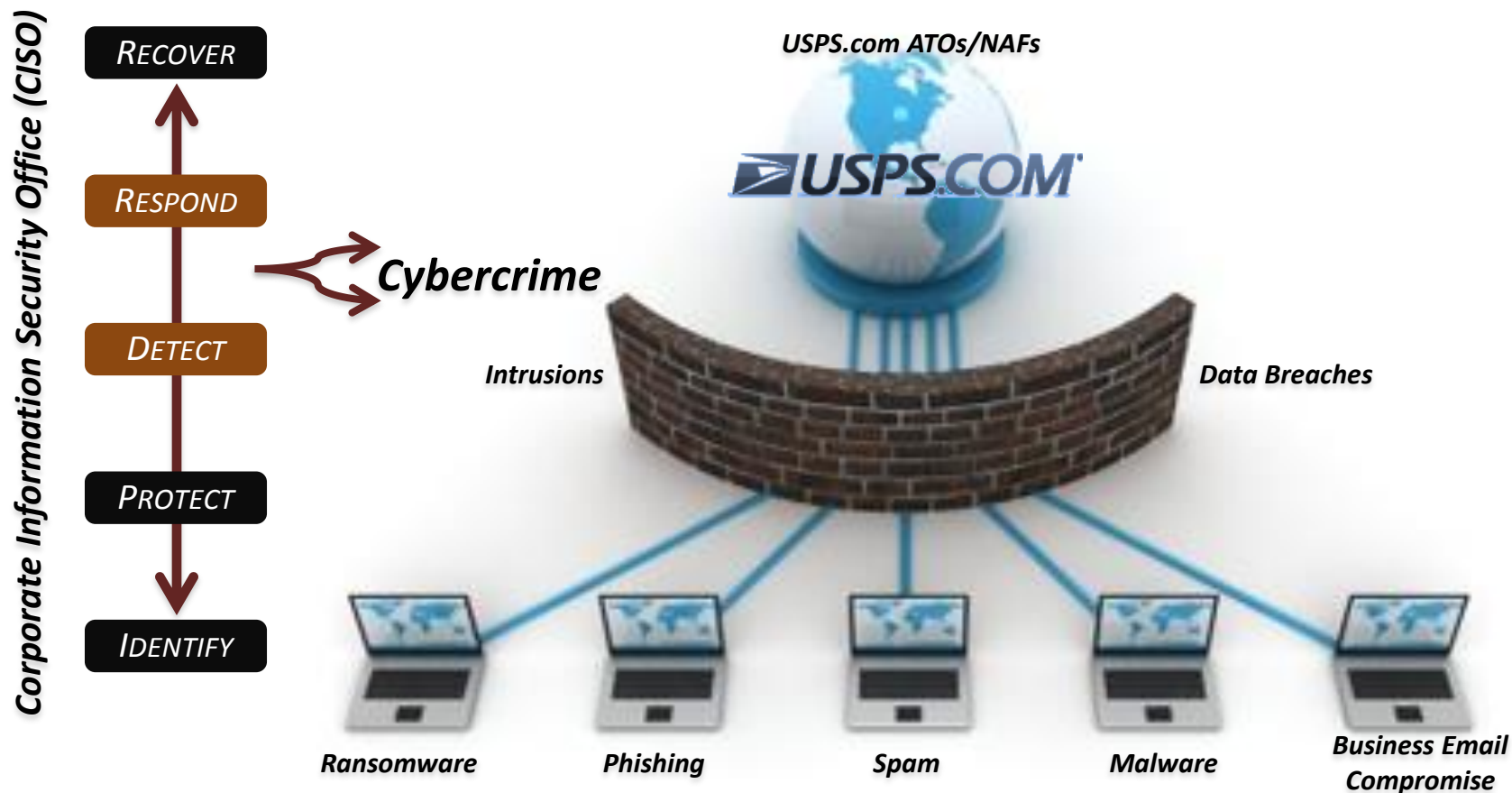




# CYBER CRIME TARGETING THREATS

- All Postal Service operations—including mail processing, accounting, payment systems, and payments—rely on its IT infrastructure.
- We build relationships with foreign and domestic law enforcement and intelligence agencies, and businesses, to address threats.
- We ensure new postal products are safe for businesses and postal customers.

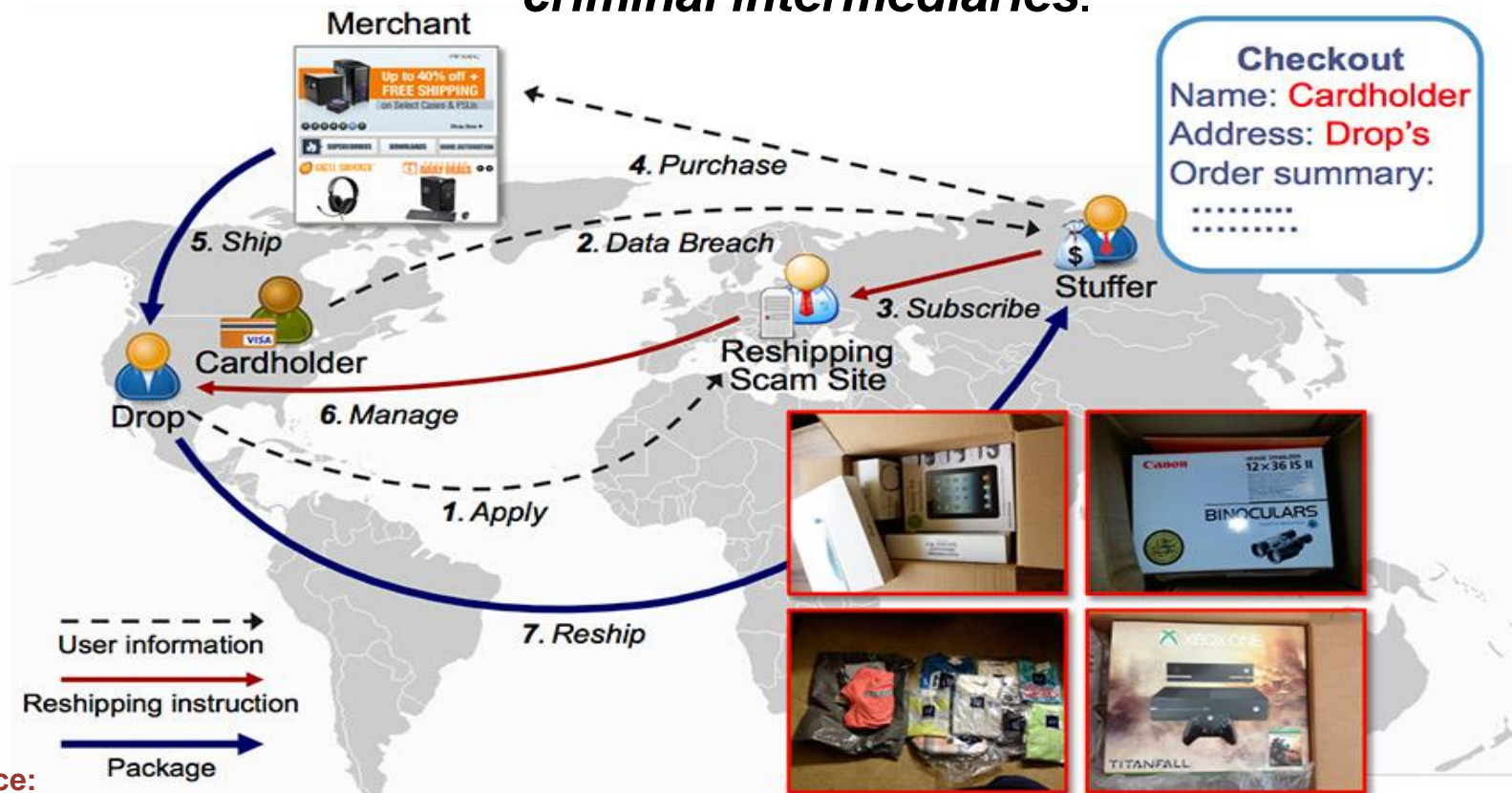
# CYBERCRIME – CIO PARTNERSHIP



# CYBER FRAUD - eCommerce

## Mission:

*Disrupt* cyber criminals from **defrauding U.S. consumers and merchants** who **rely** heavily on the **U.S. mails** to move the **illegally obtained goods** to **criminal intermediaries**.



Source:  
[www.bankinfosecurity.com](http://www.bankinfosecurity.com)

# **SAFEGUARDING REVENUE AND ASSETS**

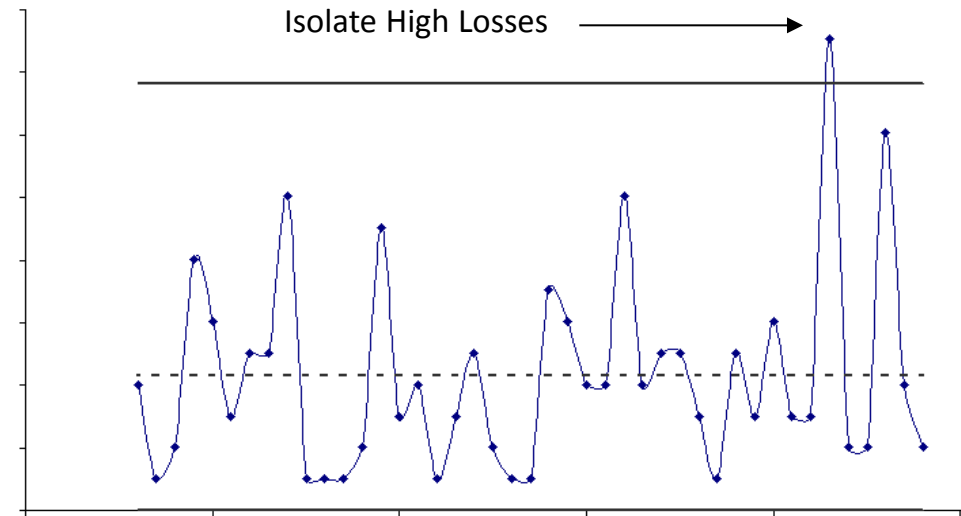




# Mail Theft/Intelligent Mail Barcode (IMb®)

## How does USPS use IMb to localize and isolate losses?

- USPS mailers identify service and loss issues with the IMb scan data
  - Interaction between mailers and recipients is critical to identify losses
- USPS mailers provide loss data to USPS for review
  - Can provide through the Information Sharing Initiative (ISI)
- USPS reviews IMb loss data for significant trends
- IMb scan data allows high losses to be referred to our field divisions for investigative attention



Address	City	State	ZIP5	Scan Time	Scan Machine	CARRT
3270 COUNTRY	NORCROSS	GA	30092	5/16/2012 4:29	DBCS/DIOSS BCS DPS 2ND PASS	C054
3270 COUNTRY	NORCROSS	GA	30092	5/7/2012 1:35	DBCS/DIOSS BCS DPS 2ND PASS	C054
3270 COUNTRY	NORCROSS	GA	30092	5/7/2012 1:35	DBCS/DIOSS BCS DPS 2ND PASS	C054
3270 COUNTRY	NORCROSS	GA	30092	5/7/2012 1:35	DBCS/DIOSS BCS DPS 2ND PASS	C054
3270 COUNTRY	NORCROSS	GA	30092	5/7/2012 1:35	DBCS/DIOSS BCS DPS 2ND PASS	C054
3270 COUNTRY	NORCROSS	GA	30092	5/7/2012 1:35	DBCS/DIOSS BCS DPS 2ND PASS	C054
3270 COUNTRY	NORCROSS	GA	30092	5/11/2012 4:10	DBCS/DIOSS BCS DPS 2ND PASS	C054
3270 COUNTRY	NORCROSS	GA	30092	5/11/2012 4:10	DBCS/DIOSS BCS DPS 2ND PASS	C054
3270 COUNTRY	NORCROSS	GA	30092	5/11/2012 4:10	DBCS/DIOSS BCS DPS 2ND PASS	C054
3270 COUNTRY	NORCROSS	GA	30092	5/11/2012 4:10	DBCS/DIOSS BCS DPS 2ND PASS	C054
3270 COUNTRY	NORCROSS	GA	30092	5/14/2012 1:34	DBCS/DIOSS BCS DPS 2ND PASS	C054

# MAIL THEFT

## FISHING ISSUES

- Significant increase in mail theft from USPS blue collection boxes throughout the country by the use of fishing devices.
- A fishing device is a simple tool individuals make by attaching string to a weighted object and affixing glue from a mouse trap or other sticky substance.
- The device is dropped inside the box until mail affixes to the glue substance







# IMPACT ON CUSTOMERS

How does the targeting of US Mail impact the public?

- Victims are filing complaints with local police.
- Arresting local gang members.
- Community Councils requesting action from USPS.
- Complaints are sent to members of Congress.





# FISHING CHARACTERISTICS

Individual lingering around collection box holding some sort of bag or tub.

May appear to be mailing a letter, walk away and return.

Communicating with lookout.

Carrying a “fishing device.”

Attempt to flee when approached by law enforcement



# WHAT ARE WE DOING ABOUT IT?

- Overnight surveillance in impacted areas.
- Reaching out to community members to discuss “fishing.”
- ***Notification Mailings*** to customers.
- Working with USPS to alter pick-up schedules and clean boxes of glue substances.
- Retro-fitting/modification of blue collection boxes.



# REVENUE INVESTIGATIONS

## FOCUSED EFFORT

- Mail preparation practices for entitled discounts
- Mail induction practices
- Counterfeiting of postage and shipping labels
- False billing schemes
- False refunds



# REVENUE INVESTIGATIONS

## POSTAL PARTNERSHIP



The Inspection Service works collectively with the Revenue Assurance group to address short paid mail.

The Revenue Investigations program works to maintain the integrity of the mailing processes for all of the organization's customers.



# REVENUE INVESTIGATIONS

## MOVE UPDATE

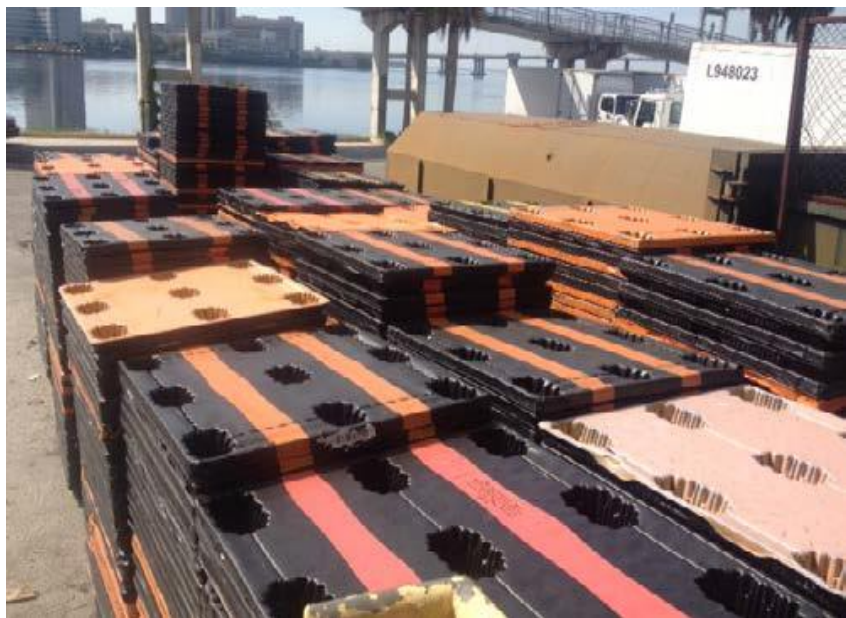
Proposed changes to Move Update by MEPT – Mail Entry Payment Technology.

Inspection Service supports the changes based upon the census approach and assessing only mailpieces which are out of compliance with COA errors.

# RECENT INVESTIGATIONS

## MAIL TRANSPORTATION EQUIPMENT (MTE)

### MTE RECOVERY



- Last year, we recovered MTE worth over \$1.6 million, including 25,677 plastic pallets valued at \$526,379.
- Inspectors worked to educate postal employees and customers about MTE by conducting 754 prevention visits across the country.

# MAIL FRAUD

## AGAINST CONSUMERS & BUSINESSES

### FRAUD AGAINST CONSUMERS

- Boiler Room/Telemarketing
- Business Opportunity
- Confidence/Fiduciary Swindles
- Internet Auction
- Real Estate/Mortgage Fraud/Investments
- Lottery/Sweepstakes
- Charitable Solicitations

### FRAUD AGAINST BUSINESSES

- Banking/Loans
- Commercial Bribery
- Coupon/Rebate

### FRAUD AGAINST CONSUMER & BUSINESSES

- Advance Fee
- Corporate Fraud
- False Billings
- Insurance
- Merchandise

# NEW APPROACHES

## CONSUMER ALERT NEWS NETWORK

- A new direction in consumer education
- Partnership with Litton News Source to develop the Consumer Alert News Network (CANN)
- CANN distributes a series of 60-second news reports to 125 media markets that reach 77% of the nation's viewers
- Consumer-alert oriented topics and crime prevention tips





# **SWEEPSTAKES & FOREIGN LOTTERY SCAMS**

## **ACTUAL CANN REPORT**



# ***THE INSPECTORS* ON CBS** UNCONVENTIONAL PREVENTION STRATEGY

**THE  
INSPECTORS**



**WANT TO LEARN MORE?**  
**CONTACT US**

**U.S. POSTAL INSPECTORS HELP BUSINESSES**  
Whether you're a 'mom & pop shop' or major mailer—we work for you!

*Mailbox@uspis.gov*

