

U.S. Postal Service: Status of Efforts to Protect Privacy of Address Changes: Ggd-99-102



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U.S. Government Accountability Office (GAO)

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(Junius Herman)

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BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 36 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. Pursuant to a congressional request, GAO updated its previous report on the U. S. Postal Services National Change of Address (NCOA) program, focusing on: (1) the actions the Service has taken in response to GAOs 1996 report; and (2) whether any additional actions are needed to strengthen the Services oversight of the program. GAO noted that: (1) as recommended, the Service has developed and implemented written procedures that addressed its NCOA program oversight and control responsibilities for: (a) using seed records to help detect the unauthorized disclosure of NCOA data by licensees, should it occur; and (b) reviewing, responding to, and documenting NCOA-related complaints and inquiries from postal customers and NCOA-related proposed advertisements by licensees; (2) however, procedures designed by the Service to ensure that it is alerted when mail is sent to seed record addresses were not working as intended; thus, the Service lacked assurance that the seeding process provided an effective program oversight mechanism; (3) further, even though required to do so by the licensing agreement or by prescribed program procedures, during the 1996 through 1998 period GAO examined, the Service did not always: (a) conduct the minimum number of licensee audits, including on-site audits; (b) promptly reaudit licensees that failed initial audits; or (c) promptly or always suspend or terminate licensees that failed successive audits; (4) also, the Service reported that it had performed more licensee audits than were documented in its audit files; however, even when GAO included these additional audits in its data, GAO determined that the Service did not perform all audits required; (5) the Service has taken no action on GAOs recommendations that it explicitly state, in the acknowledgement form signed by customers of...

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