



U.S. POSTAL SERVICE

U.S. POSTAL INSPECTION SERVICE  
**ANNUAL REPORT**  
**FY 2011**



POLICE



# UNITED STATES POSTAL INSPECTION SERVICE



We are the primary federal law enforcement and security arm of the U.S. Postal Service.

Our Postal Inspectors investigate criminals who fraudulently misuse the U.S. Mail to commit crime.

*Here is the evidence from FY 2011...*



**REPORT MAIL CRIME**  
Call Postal Inspectors @ 877-876-2455

# TABLE OF CONTENTS

MESSAGE FROM THE CHIEF POSTAL INSPECTOR . . . . .	7
EXECUTIVE COMMITTEE . . . . .	8
MEET THE U.S. POSTAL INSPECTION SERVICE. . . . .	9
TARGETING MAIL THEFT . . . . .	.11
FIGHTING MAIL FRAUD . . . . .	12
EDUCATING & PROTECTING POSTAL CUSTOMERS . . . . .	13
ASSISTING CRIME VICTIMS . . . . .	.14
ASSURING ASSET FORFEITURE. . . . .	.15
INTERCEPTING DANGEROUS MAIL . . . . .	.16
IMPEDING NARCOTICS TRAFFICKING . . . . .	.17
PREVENTING WORKPLACE VIOLENCE . . . . .	18
DEPLOYING SECURITY . . . . .	20
SAFEGUARDING REVENUE . . . . .	.21
WHEN DISASTER STRIKES. . . . .	22
HALTING CHILD EXPLOITATION VIA THE MAIL . . . . .	.24
FORENSIC SERVICES. . . . .	26
NATIONAL TRAINING ACADEMY. . . . .	26
NATIONAL LAW ENFORCEMENT COMMUNICATIONS CENTER. . . . .	26

*This Annual Report does not include all statistical accomplishments of the U.S. Postal Inspection Service. It is intended to provide a broad overview of the U.S. Postal Inspection Service and the work it does.*



*The close working relationship between the Postal Service and the Postal Inspection Service, established during colonial times, continues today through Postmaster General Patrick Donahoe and Chief Postal Inspector Guy Cottrell.*

## **PARTNERSHIP IS RICH IN HISTORY**

---

Originating in 1737 with Benjamin Franklin's mandate to begin "regulating the several Post Offices and bringing the postmasters into account," the United States Postal Inspection Service is one of our country's oldest federal law enforcement agencies. We are proud of our long and successful history of fighting criminals who attack our nation's postal system and misuse it to defraud, endanger, or otherwise threaten the American public. The Postal Inspection Service, through the performance of its investigative, security, and crime prevention activities, plays an essential role in supporting the Postal Service and ensuring confidence in the mail.

More than two centuries ago Congress empowered the Inspection Service "to investigate postal offenses and civil matters relating to the Postal Service." That mandate, expressed in the agency's security and enforcement functions, conveys clearly to the American public a reassuring message of trust in the U.S. Mail. The vigilance and competence of the Postal Inspection Service means American businesses know they can safely dispatch funds, securities, and information through the U.S. Mail; postal customers are confident they can entrust their correspondence to the U.S. Mail; and postal employees trust they will work in a safe environment.

## MESSAGE FROM THE CHIEF POSTAL INSPECTOR

“The price of success is hard work, dedication to the job at hand, and the determination that we have applied the best of ourselves to the task at hand.” Those words were spoken by legendary coach Vince Lombardi about his football team years ago. Today, they equally apply to the men and women of the United States Postal Inspection Service. I am proud to recognize their accomplishments in this Annual Report of Investigations under my first full year of stewardship.

This report focuses on the efforts of Postal Inspection Service employees in their commitment to provide a safe and secure mail system for the American public under the four pillars of our Strategic Plan: *Protect, Prevent, Enforce, and Prepare*. Our priorities are to protect postal employees, infrastructure and customers; to prevent postal crimes; to enforce laws that defend the nation’s mail system from illegal or dangerous use; and to prepare to minimize risks to business operations and ensure the public’s trust in the mail.

*Protect.* Postal Inspectors across the country safeguard millions of pieces of mail on a daily basis, more than 30,000 postal facilities, and almost a half million postal employees and contractors. We protect millions of dollars in postal assets, including vehicles, equipment, products, and revenue streams.

*Prevent.* We work to prevent harm to the Postal Service and its customers before it occurs. Postal Inspectors conduct educational campaigns to raise awareness among postal employees about security issues and protect customers by educating them about fraud schemes and emerging crime trends.

*Enforce.* Maintaining the integrity of the mail remains one of the Postal Inspection Service’s most important responsibilities and it helps ensure that postal customers remain confident in the security of postal products and services. Last year’s enforcement efforts included 5,512 arrests, with 782 for mail fraud and 2,505 for mail theft. Revenue protection efforts identified more than \$89 million in revenue losses, with recommendations made to prevent further losses.

*Prepare.* We are continuously developing our workforce to handle security needs and emerging threats to Postal Service operations. Our efforts, in conjunction with the Postal Service, to deploy new technologies, allow us to provide the highest quality protective and investigative support to the Postal Service.

Just like the Postal Service, we plan to keep on delivering. Our quality results will continue to help ensure trust in the Postal Service brand and security in America’s postal system.



Guy J. Cottrell

## EXECUTIVE COMMITTEE



GUY J. COTTRELL  
Chief Postal Inspector



GREGORY CAMPBELL, JR.  
Deputy Chief Inspector  
Western Field Operations



R. EMMETT MATTES III  
Chief Counsel



RANDY S. MISKANIC  
Deputy Chief Inspector  
Headquarters Operations



SHAWN S. TILLER  
Deputy Chief Inspector  
Headquarters



TERESA L. THOME  
Deputy Chief Inspector  
Eastern Field Operations

## WE'RE DEDICATED AND DIVERSE

---

To fulfill security and enforcement functions mandated by Congress, the Postal Inspection Service relies upon a diverse set of dedicated employees, including Postal Inspectors, Postal Police Officers, as well as professional, technical, and administrative specialists. Each group plays a critical role in protecting the U.S. Postal Service.

Postal Inspectors are federal law enforcement officers who carry firearms, make arrests, execute federal search warrants, and serve subpoenas. Inspectors enforce approximately 200 federal statutes covering investigations of crimes that adversely affect or entail the criminal misuse of the U.S. Mail and the postal system. Postal Police Officers are a uniformed Security Force who provide perimeter and building security at higher risk Postal facilities.

Professional, technical, and administrative employees, including forensic specialists, information technology experts, financial analysts, and other skilled employees, play a vital role in supporting the criminal investigative and security functions of our agency. They perform a wide variety of tasks, including developing and upgrading information systems, providing forensic examinations of evidence, deploying electronic security and surveillance equipment, publishing consumer-awareness guides for postal customers, and facilitating direct communications with Congress, postal employees, and the American public.

## MEET THE U.S. POSTAL INSPECTION SERVICE

The U.S. Postal Inspection Service supports and protects the U.S. Postal Service and its employees, infrastructure, and customers; enforces the laws that defend the nation's mail system from illegal or dangerous use; and ensures public trust in the U.S. Mail.

### WE DO THIS THROUGH OUR STRATEGIC PLAN...

**PROTECT** employees, facilities, infrastructure, customers, and the U.S. Mail.

**PREVENT** criminal attacks to the Postal Service and the U.S. Mail by improving intelligence-gathering and implementing enhanced security strategies.

**ENFORCE** criminal laws, civil statutes, and postal policies to preserve public trust in the U.S. Postal Service, its brand, and the U.S. Mail.

**PREPARE** our organization by continuously developing our workforce, deploying emerging technologies, standardizing organizational processes, and improving communications.



**PROTECT**



**PREVENT**



**ENFORCE**



**PREPARE**



## TARGETING MAIL THEFT

The American public has an expectation that their mail is going to be delivered in a timely manner and delivered intact – not rifled, not stolen, and no one is reading their correspondence. Postal Inspectors, who are charged with preserving the “sanctity of the seal,” have jurisdiction when mail delivery is interrupted by theft, rifling, obstruction, or destruction.

Postal Inspectors know that criminals may try to steal mail because it can contain many kinds of valuables – not just jewelry or other expensive items, but also personal and financial information. By deploying the best security available and by taking preventive measures to help protect and educate postal employees and the public about mail theft, Postal Inspectors work hard to make it difficult for mail thieves to be successful.

### **KEEPING MAIL THEFT AT BAY: Financial Industry Mail Security Initiative (FIMSI)**

The Financial Industry Mail Security Initiative (FIMSI) traces its roots back to 1992 when the Postal Inspection Service sponsored its first Credit Card Mail Security meeting in Washington, DC. At that time the group’s discussions centered on what law enforcement and the credit card industry could do to stem the theft of credit cards and convenience checks from the mail.

Since then, the digital age has arrived with some unwelcome baggage: many new, and often intricate, financial crime schemes. Criminals now use the Internet as a tool to facilitate money laundering, online fraud, bank fraud, and other crimes. FIMSI has responded by broadening its focus and expanding its membership to include security and retail managers, prosecutors, and representatives of the mailing industry.

As the financial fraud initiative expanded, so did Inspection Service sponsorship of Financial Crimes Task Forces throughout the country. In FY 2011, 17 such task forces were hard at work, generating 130 cases, claiming 375 arrests, executing 108 search warrants; making 165 presentations; and more than \$12.5 million in court-ordered restitution. Two Identity Theft Economic Crimes Task Forces— in Los Angeles and Kansas City— won “Task Force of the Year” honors at the International Association of Financial Crimes Investigators’ (IAFCI) annual training conference.

**POSTAL INSPECTORS  
PURSUE MAIL THEFT  
—KEEPING YOU SAFE**

### **POSTAL INSPECTOR POLYGRAPH EXAMINERS ASSIST IN CRIMINAL INVESTIGATIONS**

In FY 2011,  
five skilled  
Polygraphers  
conducted  
173 exams &  
32 deceptions  
were uncovered.

Polygraphers also  
screen applicants  
for Postal Inspector  
positions.

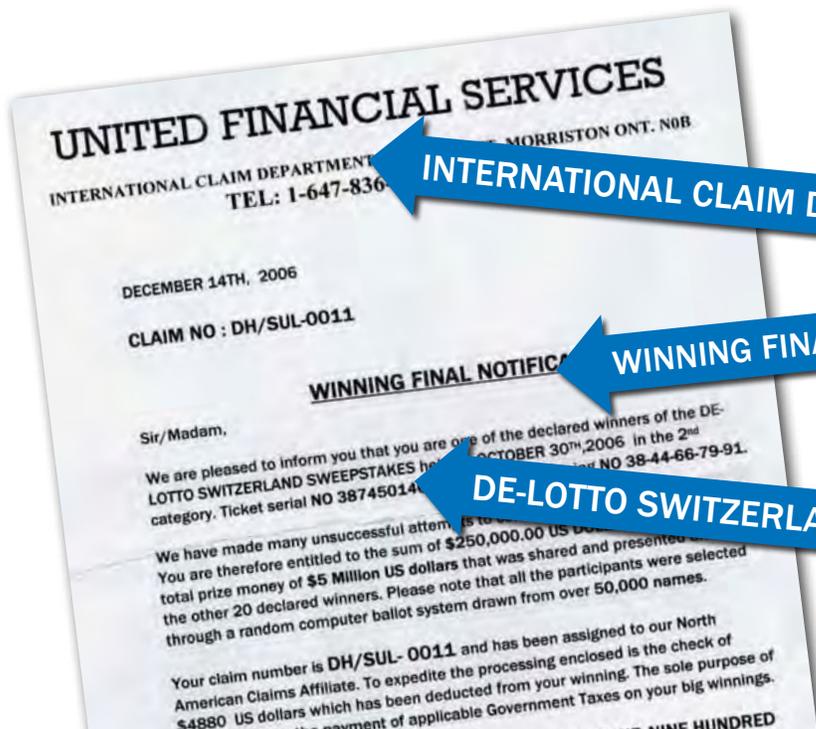
## FIGHTING MAIL FRAUD

The United States' mail fraud statute, enacted in 1872, is our country's oldest consumer protection law. The statute is also the most potent investigative and prospective tool the Postal Inspection Service wields against criminals who conduct fraudulent schemes via the U.S. Mail, victimizing the American public. Postal Inspectors vigorously pursued mail fraud in all its forms, whether familiar scams such as Ponzi schemes, or newer frauds involving Internet components grafted to traditional criminal schemes.

Postal Inspectors participated in a multi-agency effort targeting criminal networks that specialized in telemarketing/lottery fraud named Operation Due North, resulting in the disruption of 11 major criminal networks operating out of the Montego Bay area of Jamaica. A large amount of cash and dozens of high value items were seized and 14 suspects were arrested. This joint law enforcement effort was coordinated by the Jamaican Operations Linked to Telemarketing (JOLT) Task Force, which not only disrupts criminal telemarketing operations, but also seeks to identify larger networks, extradite suspects to be prosecuted in the United States for telemarketing fraud and money laundering, and return fraudulently obtained funds to victims.

The JOLT Task Force not only disrupts criminal telemarketing operations, but also seeks to identify larger networks, to extradite suspects to be prosecuted in the United States for telemarketing fraud and money laundering, and to repatriate fraudulently obtained funds for victims.

**2.4 MILLION**  
**fraudulent foreign lottery**  
**mailings seized at**  
**U.S. borders in FY 2011**  
**and destroyed by**  
**Postal Inspectors,**  
**preventing thousands**  
**of American consumers**  
**from becoming victims**  
**of these illegal schemes**



# WARNING SIGNS

DO YOU KNOW  
WHAT TO LOOK FOR?

## EDUCATING & PROTECTING POSTAL CUSTOMERS

Hoping to prevent postal customers from falling victim to scammers, the Postal Inspection Service enlists various tools to educate consumers about fraudulent schemes involving the mail. Inspection Service Public Information Officers (PIOs) and Public Information Representatives (PIRs) provide the media and postal customers with essential information during critical times. In order to inform the public about current fraud schemes and make them aware of the methods criminals use to exploit the mail for criminal purposes, our PIOs and PIRs plan, coordinate, and participate in various events to reach communities at local venues.

### National Consumer Protection Week (NCPW)

Conceived by the Federal Trade Commission to highlight consumer protection efforts, NCPW is co-sponsored by many federal, state, and local governments and national advocacy groups. Both the U.S. Postal Service and the Postal Inspection Service have been members of NCPW's Steering Committee since its inception.

Postal Inspectors offered hands-on participation at events around the country, including 604 Shred Day events, during which 379,974 pounds of documents containing customers' personal information were shredded in order to prevent mail fraud and identity theft. The Inspection Service mailed consumer-awareness postcards, distributed thousands of consumer information packets, produced a consumer-awareness television commercial, and staffed two multiagency phone banks providing fraud-awareness tips. Through these venues, Inspectors reached nearly 26 million postal customers.

Postal Inspectors with the Global Security Group stand between U.S. customers and international criminals who would use the mail to reach victims. Interdiction efforts prevented more than 112,000 counterfeit money orders, worth \$105 million, and 2.4 million fraudulent lottery mailings from crossing U.S. borders in FY 2011, preventing thousands of American consumers from becoming victims of these illegal scams.



An estimated **25,825,878** individuals were reached by Postal Inspectors with a consumer fraud prevention and awareness message through direct contact at large scale events or through media exposure

## ASSISTING CRIME VICTIMS

Among the Postal Inspection Service's responsibilities in carrying out its criminal investigations are several important outreach efforts to crime victims: identifying potential victims, providing them with timely notification of their rights, and informing them of services available to assist them.

The way we treat these unfortunate individuals has a huge impact on their confidence in the criminal justice system and their ability to heal and recover from crime. When the Postal Inspection Service is successful in identifying and convicting offenders, our victim assistance efforts help victims navigate an unfamiliar system, foster accountability, and find affirmation for their suffering. In situations where the Postal Inspection Service is unable to identify a perpetrator or bring a perpetrator to justice, our outreach and assistance can help victims access the services they need to recover and help them understand the criminal justice response.

The Postal Inspection Service works with the Department of Justice's Office of Victims of Crime (DOJ/OVC) and the law enforcement community to support the Attorney General's Guidelines for Victims and Witnesses. Inspection Service personnel regularly apprise crime victims of the status of their cases within the judicial process, both fulfilling legal requirements and providing emotional support. Going beyond legal mandates, trained agency staff regularly call and stay in touch with victims to fulfill a host of other needs.

**57,000**

**Victims of postal-related crimes informed of their rights and assisted by the U.S. Postal Inspection Service this year**

### **National Crime Victims' Rights Week 2011**

In mid-April, the Postal Inspection Service teamed with DOJ and the National Center for Victims of Crime to showcase National Crime Victims' Rights Week. This year's theme, "Reshaping the Future, Honoring the Past," paid tribute to millions victimized by crime over recent decades and honored the victim service community. During this special week, Inspection Service staff from our divisions and from National Headquarters attended or hosted events, including public rallies, candlelight vigils, and a host of other commemorative activities that reached more than seven million postal customers through direct contact or via media coverage.



## ASSURING ASSET FORFEITURE

Asset forfeiture is a proven criminal deterrent that allows law enforcement to seize illegally derived proceeds and thus neutralize crime's profit incentive—with the added benefits of allowing for the restoration of losses to victims and offsetting the cost of law enforcement.

The Inspection Service has both administrative and criminal forfeiture authority, which it effectively utilizes in its mail fraud, drug trafficking, money laundering, and other financial investigations. Since 1986, the Inspection Service Forfeiture Program has successfully managed millions in assets and has strictly adhered to the requirements of the law relating to due process. Forfeiture revenues have enabled the Inspection Service to fund its goal to create a safe and secure working environment for postal employees, conduct regular educational campaigns to raise awareness among postal employees and customers about security and fraud issues, and do much more—at no cost to the Postal Service.

The Inspection Service has also reaped the benefits of the equitable sharing provisions of forfeiture, which allows agencies to share the proceeds derived from joint investigations. This is an added benefit offsetting our costs for assistance, such as when state and local police provide dogs to assist in identifying drug parcels in the mail.

# \$161 MILLION

**Total value of illegal  
assets seized in FY 2011  
as the result of  
U.S. Postal Inspection  
Service investigations**

### **THE SPOILS OF CRIME: Asset Forfeiture**

After property was restored to victims and innocent owners, the Inspection Service forfeited \$135 million in assets. Moreover, forfeitures in joint investigations allowed us to share \$11.3 million with other federal, state, and local law enforcement agencies—an 80 percent increase over the prior fiscal year.



## INTERCEPTING DANGEROUS MAIL

The threat or the discovery of dangerous mail containing biological, chemical, or radiological substances, or potentially explosive materials, poses a challenge to Postal Inspectors, postal employees, the postal system, and postal customers. In order to respond to suspicious mail incidents, resolve alleged and actual threats, and conduct investigations of the incidents and any related criminal activity, Postal Inspectors receive specialized training and equipment.

The primary goal of the Dangerous Mail Investigations (DMI) program is protecting employees, customers, and the American public. A key prevention component of the DMI program—mail screening—has proven to be enor-

mously effective in achieving this goal. In FY 2011, Postal Inspectors responded to 3,572 incidents nationwide that involved unidentified suspicious powders and liquids reported by postal employees and customers, or other federal agencies. While the majority of incidents involve non-hazardous substances or items, a response by Postal Inspectors not only assures employees of a safe and secure workplace, but also keeps postal facilities operating rather than being needlessly evacuated. Postal facility evacuations decreased by 16.5 percent in FY 2011, resulting in fewer lost work hours, increased productivity, and a better delivery performance for the Postal Service as a whole.

### Mail Screening at National Special Security Events

Terrorists increasingly view high-profile public gatherings as attractive targets, due to the publicity involved or the event's political significance. When prospective targets are designated as National Special Security Events, Postal Inspectors are tasked with providing security for mail and mail-related matter. They also contribute investigative and intelligence support during such events, which in 2011 included:

- The National Lt. Governors Conference (Denver Division)
- The Orange Bowl (Miami Division)
- Super Bowl XLV (Ft. Worth Division)
- The NBA All-Star Game (Los Angeles Division)
- The U.S. Open Golf Tournament (Washington Division)
- The Major League Baseball All-Star Game (Phoenix Division)
- The Barclays Golf Tournament (Newark Division)

# 3,572

**Number of nationwide responses  
this year by Postal Inspectors  
reacting to incidents involving  
unidentified suspicious powders  
and liquids reported by postal  
employees, postal customers, or  
other federal agencies**

# 397

**Postal Inspectors qualified as Dangerous  
Mail Investigations Specialists in FY 2011**

# IMPEDING NARCOTICS TRAFFICKING

The U.S. Postal Inspection Service narcotics program stresses the safety of all postal employees and strives to protect them from handling packages containing narcotics and narcotics-trafficking proceeds. To accomplish that goal, our investigations target drug trafficking organizations and interdict parcels containing this contraband. In FY 2011, U.S. Postal Inspectors, along with their law enforcement partners, arrested 1,327 suspects for drug trafficking via the mail. Ultimately, they seized from the mail 31,000 pounds of illegal narcotics and more than \$14.6 million in drug trafficking proceeds.

**31,000 LBS** Amount of illegal narcotics  
Postal Inspectors removed from the mailstream in FY 2011

## PREVENTING WORKPLACE VIOLENCE

Every business, large or small, public or private, is susceptible to workplace violence. As one of the nation's largest employers, the Postal Service is committed to providing a safe and secure environment where its employees can work knowing that their safety is of paramount importance. Although violence prevention programs are in place and communication tools are used effectively, unfortunate situations still happen, as evidenced by these two murder cases investigated by Inspectors in FY 2011.

### **Inspectors Arrest Suspects in Miami Homicide**

After receiving tragic news that a letter carrier had been shot to death while delivering mail on his route, Postal Inspectors immediately responded to the scene on the afternoon of December 6, 2010. The carrier, a 30-year postal veteran assigned to the Norland Station Post Office in Miami, FL, was maliciously gunned down. His stolen Postal vehicle was later found abandoned not far from the crime scene. After canvassing the neighborhood for witnesses, disseminating wanted flyers, interviewing numerous suspects, and conducting surveillance, Postal Inspectors developed two suspects.

On May 4, 2011, Inspectors arrested two men who were later indicted by a federal grand jury on 17 criminal counts, including murder of a federal employee, possession of a firearm in a crime of violence, wrongful possession of a postal arrow key, robbery, conspiracy, and identity theft. Identifying and investigating threats and homicides involving employees remains one of the Inspection Service's most important law enforcement responsibilities.



### **Uniformed Security: PPO's**

To assist in protecting hundreds of thousands of postal employees, and safeguarding valuable postal equipment at more than 30,000 postal facilities, the U.S. Postal Inspection Service maintains an armed, uniformed Security Force of Postal Police Officers (PPOs). PPOs are responsible for perimeter and building security at those Postal Service facilities deemed to be at higher risk of criminal attack, and they also provide security services to postal facilities within a tactical response radius of their primary duty stations.

### **Securing Facilities**

Inspection Service security specialists conduct risk assessments of Postal Service and contract facilities to ensure the security of the U.S. Mail, its assets, employees, and customers. Postal Inspectors work closely with postal management, Facilities Maintenance, and Facilities Services Office to identify and correct all aspects of security deficiencies. Methods for securing facilities could range from perimeter security, locked gates and/or doors, internal control badge access, to personnel screening.

## **Two Postal Employees Fatally Shot at Henning, TN, Post Office**

Homicides in the Postal Service are rare, but Postal Inspectors responded to a tragic scene at the Henning, TN, Post Office the morning of October 18, 2010, after a customer found the bodies of two postal employees shot to death behind the counter. Inspectors acted quickly, collecting video footage from 14 nearby businesses, disseminating 25,000 flyers seeking tips from the community, and offering a \$50,000 reward for information on two suspected killers. In the months that followed, they investigated more than 300 leads, conducted over 300 interviews, and subpoenaed more than 150 phone numbers (about 800,000 individual phone records).

Inspectors' search for the killers ended in February 2011, when police in Nashville attempted to stop a man driving a stolen pick-up truck. He led deputies on a high-speed chase that ended in a gun battle in Mason, TN, where officers returned fire, killing him.

During a vehicle search, crime scene personnel recovered dye-stained cash that was connected to a recent non-postal robbery, as well as 9 mm and .40 caliber ammunition of the same make used in the Henning homicides. A man later identified as the dead suspect's father appeared on the scene, attempted to enter the stolen pick-up, and was taken into custody.

The investigation revealed the now-deceased teenage suspect and his father had committed the Henning murders during a botched robbery attempt. A federal grand jury indicted the father on February 24, 2011, on six criminal counts that included the murder of federal postal employees. Further prosecution is pending, and Postal Inspectors continue their vigilance in protecting postal employees and enforcing the law.



## DEPLOYING SECURITY

As the Chief Security Officer for the Postal Service, the Chief Postal Inspector is ultimately responsible for the physical protection of all postal personnel, facilities, and assets. Inspection Service personnel also work with the Corporate Information Security Office to ensure the integrity of the Postal Service's information security program. The Postal Inspection Service's Safe and Secure Campaign states it best: The most important delivery of the day is always the last one – our employees. Protecting our postal personnel, facilities, assets, customers, and information security program will continue to be our number one priority.

The Chief Postal Inspector of the United States also leads efforts to ensure security of the international mail network by serving as chairman of the Postal Security Group of the Universal Postal Union (UPU), a unit of the United Nations. Additionally, U.S. Postal Inspectors provide UPU-member countries with training in basic mail security and in conducting mail theft and airport security investigations.



**Postal Inspectors utilized  
the Safe & Secure Program  
to reach over**

**173,000**

**Postal employees at over  
5,400 Postal Facilities**

## SAFEGUARDING REVENUE

The Postal Inspection Service formulated its Revenue Investigations Program as a safeguard for Postal Service revenue, designed not only to protect postal revenue from criminal attack but also to assure the integrity of products and services for postal customers. Postal Inspectors evaluate postal products and revenue systems as well as devise prevention and investigative strategies to safeguard areas posing the highest risks for loss.

Postal Inspectors measure the effectiveness of their revenue investigations by the number and types of schemes they identify and by how many they successfully stop and resolve through various measures. Resolutions may involve criminal or civil prosecutions, administrative actions, recovery of lost funds and, in some instances, the collection of fines and penalties.

# \$33 MILLION

**Funds recovered this year from mailers who were engaging in a variety of fraudulent schemes to underpay or avoid paying postage**

### **Presort Mailer Caught Defrauding USPS**

An investigation by Postal Inspectors revealed the business owner of a presort and mail processing center in Texas counterfeited postage meters and submitted false claims for postage reimbursement over a three year period. The owner was sentenced to 14 years in prison and ordered to pay \$16 million in restitution to the Postal Service.

# \$370,000

**in counterfeit postage on 3,250 parcels interdicted by Postal Inspectors**

### **Money Laundering**

Money laundering is a lucrative business for criminal enterprises. Postal Inspectors investigate suspected money laundering involving the use of postal products and services, including U.S. Postal Service Money Orders. Inspectors use a variety of techniques and resources to identify, investigate, and prevent these crimes. Inspection Service money laundering investigations have disclosed underlying unlawful activities including illegal narcotics sales, mail fraud, identity theft, prostitution, and human trafficking.

# \$105 MILLION

**seized in counterfeit money orders**

### **Global Security**

The Global Security Group's efforts to make international mail as secure as domestic mail helps the Postal Service grow its international business. This group of Inspectors also protects Postal Service revenue associated with international mail and stands between U.S. customers and international criminals who would use the mail to reach victims.

To protect the U.S. Postal Service's brand and revenues, Global Security Inspectors and contractors stationed at International Service Centers interdict parcels bearing fraudulent "Click-N-Ship" (Click-N-Ship is an online shipping service that allows customers to print labels with postage for domestic and international mail) postage.

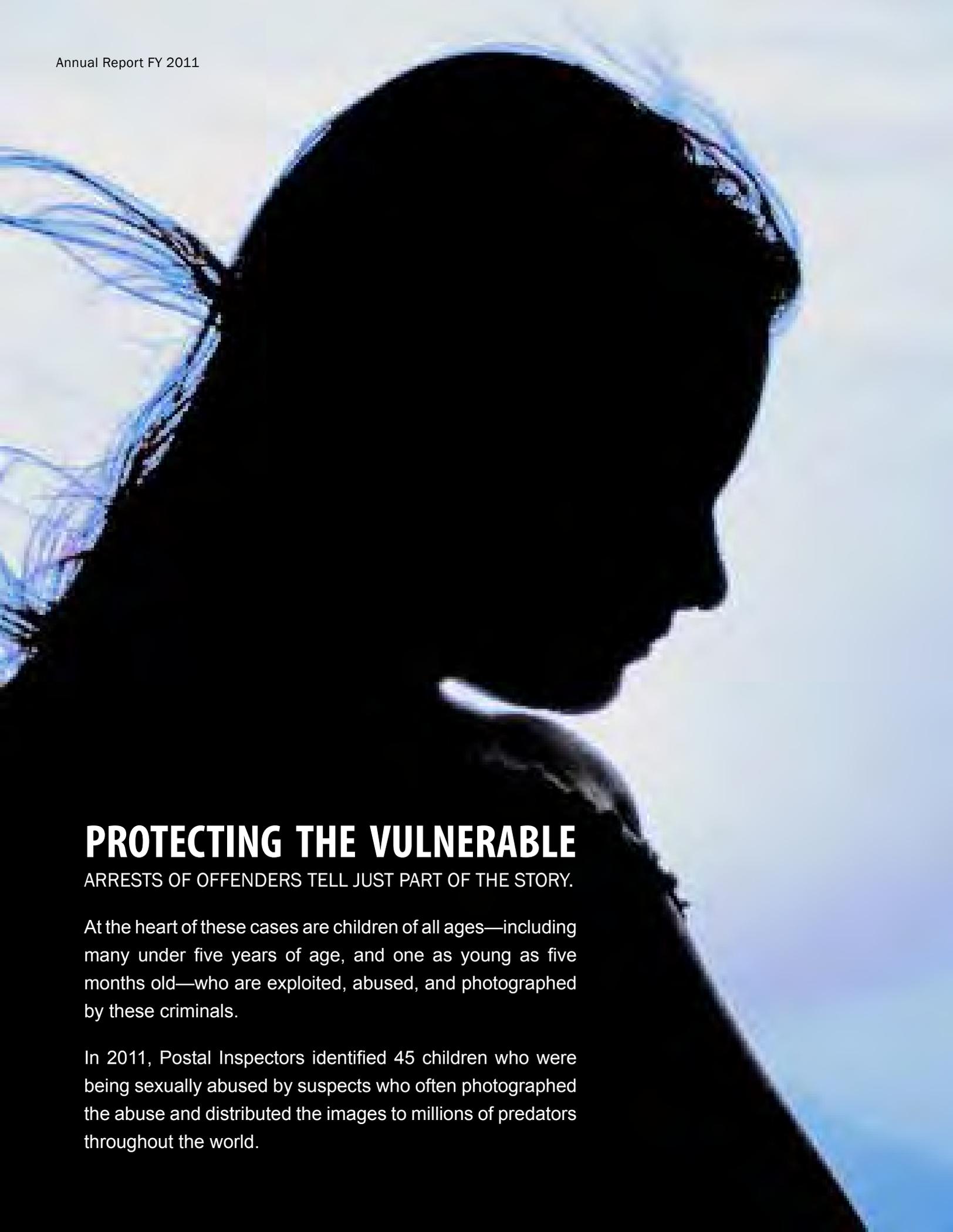
## WHEN DISASTER STRIKES

Postal Inspectors know very well that restoring mail service is a critical leap forward in returning a sense of normalcy to communities shattered by natural and man-made disasters, from floods and wildfires to industrial explosions and terrorist attacks. Within hours after a deadly tornado devastated Joplin, MO, on Sunday night, May 22, 2011, Kansas City-based Postal Inspectors were on the scene of the United States' worst tornado devastation in 60 years, which left hundreds dead and missing and destroyed nearly 7,000 homes.

Inspectors responding to disaster scenes make sure all postal employees are accounted for, secure damaged postal facilities and equipment, and assist the Postal Service with temporary mail distribution plans. In Joplin, Inspectors escorted postal management into the affected areas to assess damage, removed and recovered mail collection boxes, and provided security guidance for a mobile Post Office to serve postal customers from obliterated areas previously crisscrossed by 23 mail carrier routes. Inspectors stayed on the job in Joplin for weeks, assisting with traffic and crowd control as affected customers picked up their mail, and helping distribute hundreds of government assistance checks to storm victims.







## **PROTECTING THE VULNERABLE**

ARRESTS OF OFFENDERS TELL JUST PART OF THE STORY.

At the heart of these cases are children of all ages—including many under five years of age, and one as young as five months old—who are exploited, abused, and photographed by these criminals.

In 2011, Postal Inspectors identified 45 children who were being sexually abused by suspects who often photographed the abuse and distributed the images to millions of predators throughout the world.

## HALTING CHILD EXPLOITATION VIA THE MAIL

The use of the mail to illegally transport child exploitation material, or otherwise facilitate the sexual exploitation of children, undermines the integrity of our nation's mail system and erodes customer confidence in the U.S. Postal Service. Failure to safeguard postal customers' most precious resource—their children—not only would endanger young victims, also would debase the postal brand and erode trust in the mail. To defeat these negative consequences, the Postal Inspection Service assigns specially trained Postal Inspectors to investigate when the mail is being used to distribute sexual images of exploited children.

In FY 2011, these Inspectors focused their efforts on those who profit from this activity. Our investigations of four separate commercial mail-order distributors and their customers resulted in the execution of numerous search warrants around the country and the arrest of numerous individuals identified as recipients of child exploitation materials through the mail. Child exploitation investigations are often heartbreaking, but they are also deeply rewarding to Inspectors who succeed in halting abuse, rescuing young victims, and preventing other children from being sexually exploited.

### Mail Used to Entice Child

A Florida man is facing 30 years in federal prison after pleading guilty to producing child pornography of young girls and distributing the sexually explicit images over the Internet. His arrest resulted from a year-long investigation begun when a postal customer—the mother of a 13-year-old girl—contacted a Boston Postal Inspector for help after she intercepted a package of sex toys the predator had mailed to her daughter. The minor child had been communicating with the suspect for a number of years through the mail and online, and at his direction she created sexually explicit videos that the suspect distributed on the Internet. Inspectors interviewed more than 30 additional young girls who were thought to be in contact with this suspect and potentially at risk of sexual exploitation.

### Sexual Exploitation by Mail Earns Life Sentence

After receiving a complaint from a postal customer and mother in Washington, DC, Postal Inspectors began an investigation into an incarcerated father who was using the U.S. Mail to facilitate the sexual exploitation of his teenage daughter. The girl's father was serving time in prison for unrelated crimes when Postal Inspectors arrested him on new federal charges for using the mail to entice a minor to engage in sexual activity. In August 2011, he was sentenced to life in federal prison.

# \$1 MILLION

**in restitution ordered to young victims,  
a 100% increase from the previous year**

## FORENSIC SERVICES

### Behind the Scenes

Examined over  
**80,000 ITEMS**  
of physical evidence

The U.S. Postal Inspection Service maintains a technologically advanced National Forensic Laboratory in Dulles, VA, comprising highly trained forensic scientists and technical specialists. These employees play a key role in identifying, apprehending, prosecuting, and convicting individuals responsible for postal-related crimes. Inspection Service criminal and security investigations involving prohibited and dangerous mail (mail containing contraband or harmful items or substances), mail theft, mail fraud, revenue fraud, robberies, burglaries, and workplace violence rely on the National Forensic Lab for scientific and technical assistance and expertise. The Forensic Lab divides its services into four distinct units: Questioned Documents Unit, Fingerprint Unit, Physical Sciences Unit, and Digital Evidence Unit.

## NATIONAL TRAINING ACADEMY

### State of the Art

Inspection Service professionals receive state-of-the-art training at the Postal Inspection Service's National Training Academy. The Academy is Federal Law Enforcement Training Accredited and recognized as one of the nation's premier law enforcement educational facilities. It provides both basic and advanced training preparing Postal Inspectors, Postal Police Officers, and support personnel for a wide range of missions, terrain, and tactical situations. Management training for Inspection Service supervisors and executives is another of the Academy's critical roles.

## NATIONAL LAW ENFORCEMENT COMMUNICATION CENTER

### Always on Guard

The Postal Inspection Service operates two National Law Enforcement Communication Centers (NLECC), one at Dulles, VA, and the other at Ft. Worth, TX. These facilities' national law enforcement radio network primarily provides communications support for Postal Inspectors and Postal Police Officers, but also supports interoperable radio communications between Inspection Service personnel and other law enforcement agencies. Besides monitoring intrusion-detection systems at Postal Service facilities and coordinating essential emergency responses, NLECC's staff also provides after-hours emergency phone coverage for all Postal Inspection Service offices. NLECC staff members have access to law enforcement and intelligence information from such confidential sources as the National Crime Information Center (NCIC) and the International Justice & Public Safety Network (known as NLETS).

**142,578 CALLS**  
received from postal employees or customers seeking  
assistance regarding suspected mail-related crimes

UNITED STATES  
POSTAL INSPECTORS



LE COMMAND CENTER  
RT WASHINGTON DC



*postalinspectors.uspis.gov*

