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| Acronym: USPIS Government Entity: United States Postal Inspection Service |
| **Contact Number**: (877) 876-2455**Position of Contact Number Person**: U.S. Postal Inspector, Raleigh Domicile, Atlanta Division**Web address**: <https://www.uspis.gov/> **Social media**: Instagram (@postalinspectors); Twitter (@USPISpressroom)**Does the entity respond to inquiries via social media?** No. |
| **Which citizen problems the agency addresses (please describe the jurisdictional areas of responsibility): Any Crime that involves the mail. At any point, if the mail is used, we have jurisdiction.**  |
| **What types of enforcement action are authorized? (Please check all that apply)**:⌧ Civil⌧ Criminal🞏 Administrative🞏 Refer to other 🞏 federal / 🞏 state agency. **Please list the other agency(cies) to whom the USPIS might typically make subsequent referrals**: We work closely with local law enforcement agencies, the FBI and IRS. **How do reporters/victims double check to ensure 6, 12, 18 months from now that this STILL is where they need to report?** Any crime that involves the mail, or the mail is used, please report.  |
| **What the agency won’t do**: Postal employee issues are addressed by US Postal Service OIG). Issues with mail delivery is addressed with Postal management |
| **What information/data points are needed to report effectively? Describe the process.** When reporting a crime (mail fraud, ID theft, mail theft, child exploitation, elder exploitation, cybercrime or suspicious mail) please gather who, what, when, where. Times and exact locations are vital. Identification / description of suspect, vehicle descriptions and witness identification are helpful. Please go to our website, USPIS.gov, click on “Report” at the top, and choose the best related crime topic to file a report. You can also call 877-876-2455, 24/7 to be contacted to a specialist who will gather the information needed and refer the crime to the appropriate office. |
| **Who can make reports?** Anyone |
| **How can incidents be reported? Is there a telephonic option for those who are not digitally savvy or comfortable with online reporting?** Please go to our website, USPIS.gov, click on “Report” at the top, and choose the best related crime topic to file a report. You can also call 877-876-2455, 24/7 to be contacted to a specialist who will gather the information needed and refer the crime to the appropriate office. |
| To the victim (&/or reporting individual), the agency will:* **Provide complaint number?** A reference number will be given to you with both submission choices.
* **Provide copy of complaint?** A copy can be requested
* **Provide something concrete/beneficial/actionable that day? What?** Prosecutions work best when we have good witnesses and cooperative parties. Good documentation helps cases too. Nearly all crimes involve the US mail in one form or another. Not all cases reported will be investigated, per guidance by the affected areas US Attorney’s Office.
* **Confirm complaints?** ⌧Yes / 🞏No If filed online, complainant will get a confirmation number.
* **Provide status updates?** Status updates are not typically given unless an Inspector is actively working on a case and is in contact with you.
* **Seek restitution?** Yes, restitution can be a part of the case and this is why good record keeping is vital.
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| If the agency does not interact with victims, then explain* **Where reports should be filed regarding this issue to achieve a response**: Victim witness coordinators will be in contact with all victims listed in an Inspector’s case. They will be able to assist with any assistance, or questions.
* **Why is taking the time to report so important? How is it reflected in something reporters/victims can see? How is it making a difference?** Crimes that go unreported can spiral into bigger issues. The public has trust in the US Postal system and this trust needs to be maintained. It is important that the public remain vigilant on reporting crimes, as it is important to help USPIS maintain the integrity of the US Postal Service. Such integrity is important as the mail is used in elections, medical / financial deliveries and important correspondence every day. Without trust, the mail system would fail.
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