



Office of Inspector General | United States Postal Service

## Audit Report

# Mail Delivery and Customer Service Issues - Olathe East Branch, Olathe, KS

Report Number 21-121-R21 | May 5, 2021



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# Transmittal Letter



OFFICE OF INSPECTOR GENERAL  
UNITED STATES POSTAL SERVICE

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May 5, 2021

**MEMORANDUM FOR:** PAMELA DUNAWAY  
MANAGER, MID-AMERICA DISTRICT

A handwritten signature in black ink, reading "Sean Balduff", is positioned above the "FROM:" field.

**FROM:** Sean Balduff  
Director, Delivery and Retail Response Team

**SUBJECT:** Audit Report – Mail Delivery and Customer Service  
Issues – Olathe East Branch, Olathe, KS  
(Report Number 21-121-R21)

This report presents the results of our audit of the Mail Delivery and Customer Service Issues - Olathe East Branch, Olathe, KS.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact Jennifer Schneider, Operational Manager, or me at 703-248-2100.

Attachment

cc: Postmaster General  
Corporate Audit and Response Management  
Vice President, Delivery Operations  
Vice President, Central Area

# Results

## Background

This report presents the results of our self-initiated audit of Mail Delivery and Customer Service Issues at the Olathe East Branch in Olathe, KS (Project Number 21-121). The Olathe East Branch is in the Mid-America District of the Central Area. This audit was designed to provide U.S. Postal Service management with timely information on potential scanning, mail delivery, and customer service operations risks at the Olathe East Branch.

The delivery unit has 12 city routes which are delivered by 13 full-time carriers and one city carrier assistant. The delivery unit also has 26 rural routes which are delivered by 22 rural carriers and 17 rural carrier assistants (RCA). The Olathe East Branch has ten clerks including nine full-time employees and one postal support employee. We selected the Olathe East Branch for review based on the number of customer inquiries the unit received. Specifically, there were 1,421 inquiries recorded in the Customer 360 (C360)<sup>1</sup> system from November 2020 through January 2021. Most of the inquiries (1,276, or 89.8 percent) were related to package tracking and delivery.

## Objective, Scope, and Methodology

Our objective was to evaluate select mail delivery and customer service operations and determine whether internal controls were effective at the Olathe East Branch in Olathe, KS.

To accomplish our objective, we reviewed delivery metrics including the number of routes and carriers, mail arrival time, amount of reported delayed mail, package scanning, distribution up-time,<sup>2</sup> carriers return to office time, C360 inquiries, and truck arrival scan data. During our site visits on March 9-10, 2021, we reviewed unit safety and security procedures, mail conditions, Voyager Fleet card and

arrow lock key<sup>3</sup> security procedures, truck arrival scanning procedures, and COVID-19 safety procedures. We also analyzed the scan status of mailpieces at the carrier cases and in the “Notice Left”<sup>4</sup> area and the package sorting area and interviewed unit management and employees.<sup>5</sup>

We conducted this audit from March through May 2021, in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective. We discussed our observations and conclusions with management on April 14, 2021, and included their comments where appropriate.

We relied on computer-generated data from the Product Tracking and Reporting (PTR) system, Customer Service Daily Reporting System (CSDRS),<sup>6</sup> and the Surface Visibility database. Although we did not test the validity of controls over these systems, we assessed the accuracy of the data by reviewing existing information, comparing data from other sources, and interviewing postal officials knowledgeable about the data. Therefore, we determined the data were sufficiently reliable for the purposes of this report.

## Finding #1: Delayed Mail

On the morning of March 9, 2021, we identified 1,773<sup>7</sup> pieces of delayed mail at 11 carrier cases. Specifically, we identified one undelivered auxiliary rural route with 1,360 pieces (77 percent) of the delayed mail and 10 rural routes with mail from the previous day (see [Figures 1 and 2](#)).

1 A cloud-based application which enables Postal Service employees to diagnose, resolve, and track customer inquiries.

2 Time of day that clerks have completed distributing mail to the carrier routes.

3 A distinctively shaped key carriers use to open mail-receiving receptacles such as street collection boxes and panels of apartment house mailboxes equipped with an arrow lock. Arrow lock keys are accountable property and subject to strict controls.

4 The area of a postal facility where letters or packages that the carriers were unable to deliver are stored for customer pickup.

5 The employees we interviewed had from one to 30 years of service.

6 A delivery unit-based system that provides a snapshot of the daily condition of the mail at the point in time when the carriers have departed for the street. The data in this system is used to provide management with a formal delayed mail reporting tool.

7 The delayed mail consisted of 1,526 letters, 201 flats, and 46 packages.

**Figure 1. Delayed Mail on Rural Route 75**



Source: U.S. Postal Service Office of Inspector General (OIG) photos taken on March 9, 2021.

**Figure 2. Examples of Delayed Mail in the Carrier Cases**



Source: OIG photos taken on March 9, 2021.

The delayed mail occurred because management did not follow policy to ensure the unit was clear of mail for the day's delivery.<sup>8</sup> Specifically:

- The RCA who normally delivers the auxiliary route was off that day and the other RCAs assigned to deliver the route did not complete delivery.
- The rural carriers left to deliver their routes before all mail was distributed to the carriers for the day. When they returned from their routes, they prepared the remaining mail for delivery the next day.

Postal Service policy<sup>9</sup> states that all types of First-Class Mail, Priority Mail, and Priority Express Mail are always committed for delivery on the day of receipt. Any committed mail not processed and taken out for delivery on the day of receipt is delayed. In addition, policy<sup>10</sup> states that managers must review all communications that may affect the day's workload and be sure to have

<sup>8</sup> *Delivery Management System*, Standard Work Instruction, September 2018.

<sup>9</sup> *Committed Mail & Color Code Policy for Marketing Mail* stand-up talk, February 2019.

<sup>10</sup> Handbook M-39, *Management of Delivery Services*, Transmittal Letter 14, Section 111.2, June 2019.

replacements available for unscheduled absences. Further, policy<sup>11</sup> states that the supervisor must ensure and certify in the Delivery Management System that the delivery unit is clear of committed mail for that day's delivery. When mail is delayed, there is an increased risk of customer dissatisfaction, which may adversely affect the Postal Service brand.

### Recommendation #1

We recommend the **Manager, Mid-America District**, instruct **Olathe East Branch Management** to develop an action plan to ensure rural carriers do not leave to deliver their routes until all committed mail has been distributed, and to ensure management verifies the delivery unit is clear of committed mail daily.

## Finding #2: Reporting of Delayed Mail

Management did not ensure that all delayed mail was accurately reported in CSDRS. Specifically, we determined that no delayed mail was reported in CSDRS on March 8, 2021, the day prior to our visit. However, we identified 1,773 delayed mailpieces during our observations at the site on the morning of March 9, 2021.

The PM supervisor stated that he was busy with other tasks and did not report the delayed mail. Further, he was not aware that the mail the carriers cased after returning from the route should be reported in CSDRS.

Managers are required<sup>12</sup> to report all mail in CSDRS that remains in a reporting unit after the carriers have left the office to begin their street duties. Inaccurate reporting of delayed mail in CSDRS provides management at the local, district, area, and headquarters levels with an inaccurate status of mail delays and can result in improper actions taken to address issues.

### Recommendation #2

We recommend the **Manager, Mid-America District**, instruct **Olathe East Branch Management** to develop a plan to monitor and ensure all delayed mail is reported daily in the Customer Service Daily Reporting System.

## Finding #3: Package Delivery Scanning

Delivery unit employees improperly scanned packages at the delivery unit rather than at the delivery point. We analyzed scans performed between November 2020 and January 2021 and found that 1,062 packages received a stop-the-clock<sup>13</sup> (STC) scan at the unit (see Table 1). The majority of these packages were scanned "Delivered" (see Table 2).

**Table 1. STC Scans at Delivery Unit**

November	December	January	Total
392	349	321	1,062

Source: OIG analysis of Postal Service PTR system data.

**Table 2. STC Scan Types at the Delivery Unit**

Scan Type	Count	Percent of Scans
Delivered	542	51.04%
No Secure Location Available	462	43.50%
Receptacle Full	50	4.71%
No Authorized Recipient	7	0.66%
Refused	1	0.09%
<b>Total</b>	<b>1,062</b>	<b>100%</b>

Source: OIG analysis of Postal Service PTR system data.

Further interviews with employees identified the following:

<sup>11</sup> *Delivery Management System*, Standard Work Instruction, September 2018.

<sup>12</sup> *Customer Service Daily Reporting System, Guidelines and Definitions*, September 2016.

<sup>13</sup> A scan event that indicates the Postal Service has completed its commitment to deliver or attempt to deliver the mailpiece. Examples of STC scans include "Delivered", "Available for Pick-Up", "No Access", and "Business Closed".

- The two carriers with the most STCs at the unit (about 32 percent combined) had been delivering packages for an apartment complex to the apartment leasing office for customers to pick up. However, the leasing office stopped accepting these packages due to the COVID-19 pandemic. When the leasing office stopped accepting the packages, the carriers should have attempted to deliver them to each customer’s door. Instead, the carriers brought them back to the office and scanned them as “No Secure Location Available”.
- A sales and service associate who was responsible for scanning incoming packages mistakenly scanned 122 packages as “Delivered”.

We also conducted on-site observations at the unit on the morning of March 9, 2021, before carriers arrived for the day and in the evening after carriers returned. During our observations, we judgmentally selected 73 packages (30 were in the carrier cases, 30 were in the “Notice Left” area, and 13 were in containers in the “package sorting” area) for review of scanning and tracking data.

Of the 30 packages in carrier cases, 24 were missing an STC scan, had improper scans, or were scanned at a location other than the destination. Specifically:

- Nineteen packages were scanned “No Access” at the delivery unit. A “No Access” scan should only be made when a carrier attempts to deliver a package to the delivery address.
- Four packages were scanned “Delivered”. A “Delivered” scan should only be made when a package is successfully left at the delivery address.
- One package was missing an STC scan to let the customer know the reason for non-delivery.

Of the 30 packages in “Notice Left” area, nine were missing an STC scan, had improper scans, or were scanned at a location other than the destination. Specifically:

- Three packages were missing an STC scan to let the customer know the reason for non-delivery.
- Two packages were scanned “Delivered”. A “Delivered” scan should only be made when a carrier successfully leaves a package at the delivery address.
- One package was scanned “No Authorized Recipient Available” away from the delivery point.
- One package was scanned “No Secure Location Available” away from the delivery point.
- One package was scanned “Receptacle Full/Item Oversized” away from the delivery point.
- One package was scanned “Receptacle Full/Item Oversized” at the delivery unit.

Further we observed 18 packages (17 domestic and one international) in the “Notice Left” area when they should have been returned to sender.<sup>14</sup> These “Notice Left” packages had dates ranging from eight to 94 days past their “Return to Sender” dates.

In addition, we identified 30 packages in the package sorting area upon returning later that evening that were committed for delivery that day. We sampled 13 packages and found that all of them were scanned “No Access” at the delivery unit at about 3:00 P.M. The PM supervisor explained that these packages were sorted to the wrong route. He said he was taught to scan them “No Access”, sort them to the correct route, and try to deliver them if a carrier is available. According to the scans on the packages we sampled, none were further attempted that day.

These package scanning issues occurred because management did not adequately monitor scan performance. The Postal Service’s goal is to ensure proper delivery attempts for mailpieces to the correct address with proper service,<sup>15</sup> which includes scanning packages at the time and location of delivery.<sup>16</sup>

<sup>14</sup> *Notice Left and Return Guidelines* dated July 2007, states that domestic packages should be returned to sender on the 15th calendar day and international packages should be returned to sender on the 30th calendar day after a notice is left.

<sup>15</sup> *Delivery Done Right the First Time* stand-up talk, March 2020.

<sup>16</sup> *Carriers Delivering the Customer Experience* stand-up talk, July 2017.

Customers rely on accurate scan data to track their packages in real time. When employees do not scan mailpieces correctly, customers are unable to determine the actual status of their packages. By improving scanning operations, management can potentially improve mail visibility, increase customer satisfaction, and enhance the customer experience and Postal Service brand.

### Recommendation #3

We recommend the **Manager, Mid-America District**, instruct **Olathe East Branch Management** to ensure that employees follow standard operating procedures for scanning, periodically review and monitor scan data for compliance, and provide personnel with refresher training on package scanning and handling procedures.

### Finding # 4: Inbound Truck Scanning Procedures

Olathe East Branch employees did not scan all incoming trailer/truck barcodes (99T).<sup>17</sup> From November 2020 through January 2021, we found that employees did not perform a scan for 264 of 427 trucks (62 percent) arriving at the Olathe East Branch from the Kansas City, KS Network Distribution Center (NDC) and the Kansas City, MO Processing & Distribution Center (P&DC) (see Table 3).

**Table 3. Missing Inbound Truck Arrival Scans From November 2020 through January 2021**

Scheduled Arrival Time	Trip Origin	Total Trips	Total Missing Scans	Percent Missing
1:55 A.M.	Kansas City, KS NDC	74	28	37.84%
4:05 A.M.	Kansas City, KS NDC	92	36	39.13%
6:35 A.M.	Kansas City, MO P&DC	73	14	19.18%
8:15 A.M.	Kansas City, MO P&DC	1	0	0.00%
9:00 A.M.	Kansas City, MO P&DC	60	60	100.00%
1:35 P.M.	Kansas City, KS NDC	1	1	100.00%

<sup>17</sup> The 15-digit trailer barcode on the back door and inside right and left walls of the trailer.

<sup>18</sup> *United States Postal Service Standard Operating Procedure* - Subject: Trailer Scans at Delivery Units (DU).

Scheduled Arrival Time	Trip Origin	Total Trips	Total Missing Scans	Percent Missing
2:30 P.M.	Kansas City, KS NDC	1	1	100.00%
3:40 P.M.	Kansas City, MO P&DC	55	54	98.18%
4:45 P.M.	Kansas City, MO P&DC	12	12	100.00%
6:05 P.M.	Kansas City, MO P&DC	58	58	100.00%
<b>Total</b>		<b>427</b>	<b>264</b>	<b>61.83%</b>

Source: OIG Analysis of data from Surface Visibility.

This occurred because unit management did not monitor 99T scan performance data to ensure all trucks received an arrival scan. In addition, the A.M. clerk said he scans each truck upon arrival but thought there may be an issue with the scanners not transmitting the data properly. In addition, the P.M. supervisor was not aware that trucks should be scanned in the afternoon and evening.

Postal Service policy<sup>18</sup> states that employees must scan the trailer barcode upon Postal Service trailer/trucks and Highway Contract Route trucks arriving at the delivery unit during local operating hours. When employees do not scan the 99T barcode, the Postal Service does not receive timely transportation information and is unable to address issues that may be causing mail delays.

### Recommendation #4

We recommend the **Manager, Mid-America District**, instruct **Olathe East Branch Management** to review truck/trailer arrival scanning performance daily for compliance and follow up for correction as necessary.

### Finding #5: Safeguarding of Assets

Olathe East Branch management did not properly manage and safeguard Postal Service assets including arrow lock keys, Voyager Fleet cards, and mail delivery vehicles.



## Arrow Lock Keys

On the morning of March 9, 2021, we reviewed the unit's inventory log for arrow lock keys and conducted a physical inventory of the keys at the unit. We identified 15 arrow lock keys with numbers that did not match the inventory log.

The branch manager stated that the arrow lock key log was not updated due to his lack of oversight. Specifically, he did not assign anyone to ensure the log was kept up to date. In addition, he did not assign anyone to distribute the keys to carriers in the morning or collect and verify all keys were returned daily.

According to Postal Service policy,<sup>19</sup> management must keep an accurate inventory of all keys and conduct a semiannual physical survey of all building keys. Further, Postal Service policy<sup>20</sup> states that keys must remain secured until they are individually assigned to personnel. A supervisor or clerk must supervise employees signing out or using a "key check" system to receive keys. Insufficient oversight of arrow lock keys increases the risk of mail theft.

During our site visit, management updated and provided a completed arrow lock key inventory log indicating all applicable routes are assigned one arrow lock key. In addition, we observed a clerk distributing arrow lock keys from an accountability cart to each carrier. As a result, we are not making a recommendation regarding this issue.

## Voyager Fleet Cards

We were unable to verify the unit's Voyager Fleet cards during our site visit. On March 9, 2021, we found three of the 41 assigned cards at the unit and the following day we found 7 additional cards that were returned to the supervisor. Management stated they did not assign a clerk to distribute and collect Voyager cards because they did not want to remove a clerk from sorting parcels.

Postal Service policy<sup>21</sup> states that Voyager Fleet cards are accountable items and should be treated as such and never carried by off-duty personnel or left in unattended vehicles or other locations with unrestricted access. When there is

insufficient oversight and supervision of accountable items such as Voyager Fleet cards, there is an increased risk of theft. In addition, management cannot prevent potentially fraudulent charges and unauthorized purchases.

Prior to our visit, the branch manager had begun working on an inventory of the Voyager Fleet cards and ordering replacement cards. After our visit, the manager provided documentation showing that orders were placed for 31 new cards resulting in the unaccounted cards being voided. As a result, we are not making a recommendation regarding this issue.

## Delivery Vehicles

Employees did not always lock and secure delivery vehicles. We inspected 39 unattended vehicles on the morning of March 9, 2021 and found 17 (44 percent) were not locked and secured as required.

This condition occurred because unit management did not ensure carriers were securing and locking their vehicles at the end of the day and were not following the PM Verification of Activity Checklist. While the PM supervisor certified completion of the checklist, he said he did not verify that vehicles were locked and secured the prior evening because he was busy with other duties. The checklist requires supervisors to verify that vehicles are free of mail and trash and are locked and secure. When vehicles are left unlocked, there is an increased risk that they could be vandalized or stolen. On March 9, 2021, branch management provided instructions to each carrier reminding them to ensure their vehicles were locked.

### Recommendation #5

We recommend the **Manager, Mid-America District**, instruct **Olathe East Branch Management** to ensure that the PM Verification of Activity Checklist is being completed accurately each night, including making sure vehicles are locked and secured.

<sup>19</sup> *Administrative Support Manual (ASM)* Issue 13, Sections 273.461 and 273.464, July 1999, updated through January 31, 2021.

<sup>20</sup> *ASM* Issue 13, Section 273.461 July 1999, updated through January 31, 2021; and *Postal Operations Manual* Issue 9, Sections 633.51 and 633.52, July 2002, updated through January 31, 2021.

<sup>21</sup> Standard Work Instructions (Quick Reference): *U.S. Bank Voyager Fleet Card Management for Site Managers*, February 25, 2019.

## Management's Comments

Management agreed with all findings and recommendations in the report. See [Appendix A](#) for management's comments in their entirety.

Regarding recommendation 1, district management stated training was given to unit management regarding CSDRS on March 23, 2021 and provided a copy of the training records and materials. In addition, unit management was instructed to perform daily validations of carriers leaving after available mail has been sorted to all routes. Management's target implementation date was March 23, 2021.

Regarding recommendation 2, district management stated that in addition to the CSDRS training provided on March 23, 2021, unit management was instructed to accurately report daily conditions in CSDRS which will be reviewed by the Manager, Post Office Operations and Manager, Operations Programs Support. Management's target implementation date was March 23, 2021.

Regarding recommendation 3, district management stated they gave a stand-up talk to all employees regarding proper scanning processes on March 23, 2021 and provided a copy of the stand-up talk and training records. Additionally, district management instructed rural carriers to deliver packages to apartment residence doors when there is no drop off option available at the leasing office. Management's target implementation date was March 23, 2021.

Regarding recommendation 4, district management stated Operations Support provided in person training to all clerks on March 24, 2021. Additionally, a log was created to be used by clerks to sign off upon scanning each trailer. District management provided a copy of the training record and trailer scanning log. Management's target implementation date was March 24, 2021.

Regarding recommendation 5, district management stated a log was created for the supervisor to document when they have physically verified all vehicles are secured and free of mail. District management provided a copy of the log. Management's target implementation date was March 20, 2021.

## Evaluation of Management's Comments

The OIG considers management's comments responsive to the recommendations in the report.

Regarding recommendations 1 and 2, district management provided us with documentation showing that they provided CSDRS training to unit management. However, they did not provide sufficient documentation showing that unit management was performing verifications of the delivery unit being cleared of committed mail or documentation showing district management was performing daily reviews to ensure delayed mail was accurately reported in CSDRS.

Regarding recommendation 3, district management provided us with documentation showing that they provided training on proper scanning to all employees. However, they did not provide sufficient documentation showing that unit management is periodically reviewing scan data for compliance.

Regarding recommendation 4, district management provided us with documentation showing that they provided training to unit management. However, they did not provide sufficient documentation showing use of the trailer scan log.

Regarding recommendation 5, district management provided us with documentation showing that they provided training to unit management related to PM verification activities. However, they did not provide sufficient documentation showing use of the vehicle verification log.

All recommendations require OIG concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. Recommendations should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendations can be closed.

# Appendix A: Management's Comments

DISTRICT MANAGER RETAIL & DELIVERY  
KS-MO DISTRICT



4/26/2021

JOSEPH E. WOLSKI  
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Mail Delivery and Customer Service Issues – Olathe East Branch,  
Olathe, KS. (Report Number 21-121-DRAFT)

Please find below my response to the deficiencies found during the March 9-10,  
2021, Mail Delivery and Customer Service Issues at the Olathe East Branch.

The risks identified and facility response:

**Finding 1: Delayed Mail**

On the morning of March 9, 2021, we identified 1,7739 pieces of delayed mail at 11  
carrier cases.

**Recommendation 1:**

We recommend the District Manager, Mid-America District, instruct Olathe East  
Branch Management to develop an action plan to ensure rural carriers do not leave  
to deliver their routes until all committed mail has been distributed, and to ensure  
management verifies the delivery unit is clear of committed mail daily.

**Management Response/Action Plan:**

Management agrees with the findings and recommendations regarding delayed mail  
in the delivery unit. On 3/23/2021, training was given to all members of  
management at the Olathe East station regarding CSDRS reporting. The CSDRS  
users guide was reviewed with each member of Olathe's management staff.  
Management has also been instructed to perform daily validation of carriers leaving  
after available mail has been sorted to all routes.

Exhibits 1 & 2 in PowerPoint File titled 'Olathe East OIG Review Exhibits'

**Target Implementation Date:**

March 23, 2021

1720 MARKET ST. RM 3027  
ST. LOUIS MO 63155  
314-436-4114  
VISIT US @ USPS.COM

Responsible Official:

Mgr., Operations Program Support (MOPS)

**Finding 2: Reporting of Delayed Mail**

Management did not ensure that all delayed mail was accurately reported in CSDRS for delayed mail identified by the auditor from March 8, 2021, the day prior to the review.

Recommendation 2:

We recommend the District Manager, Mid-America District, instruct Olathe East Branch Management to develop a plan to monitor and ensure all delayed mail is reported daily in the Customer Service Daily Reporting System.

Management Response/Action Plan:

Management agrees with the finding and recommendation of non-reported delayed mail in CSDRS. On 3/23/2021, training was given to all members of management at the Olathe East station regarding CSDRS reporting. The CSDRS users guide was reviewed with each member of Olathe's management staff. Management has been instructed to accurately report daily conditions in the Customer Service Daily Reporting System each day and it is reviewed by the Manager Post Office Operations (MPOO) as well as Manager, Operations Support (MOPS).

Exhibits 1 & 2 in PowerPoint File titled 'Olathe East OIG Review Exhibits'

Target Implementation Date:

March 23, 2021

Responsible Official:

Mgr., Operations Program Support (MOPS)

**Finding 3: Package Delivery Scanning**

Delivery unit employees improperly scanned packages at the delivery unit rather than at the delivery point.

Recommendation 3:

We recommend the District Manager, Mid-America District, instruct Olathe East Branch Management to ensure that employees follow standard operating procedures for scanning, periodically review and monitor scan data for compliance,

and provide personnel with refresher training on package scanning and handling procedures.

Management Response/Action Plan:

We agree with the finding and recommendation. On 3/23/2021, management gave a standup talk to all employees regarding proper scanning processes. Until a new form of delivery is implemented, Rural Route carriers have also been instructed to deliver all parcels to apartment residence's doors when there is no available drop off option at the apartment leasing office.

Exhibits 3 & 4 in PowerPoint File titled 'Olathe East OIG Review Exhibits'

Target Implementation Date:

March 23, 2021

Responsible Official:

Manager, Post Office Operations (MPOO)

**Finding 4: Inbound Truck Scanning Procedures**

Olathe East Branch Employees did not scan all incoming trailer/truck barcodes (99T). Management did not monitor the 99T scan performance data to ensure all trucks received an arrival scan.

Recommendation 4:

We recommend the District Manager, Mid-America District, instruct Olathe East Branch Management to review truck/trailer arrival scanning performance daily for compliance and follow up for correction as necessary.

Management Response/Action Plan:

Management agrees with the finding and recommendation. OPS Support conducted in person training with all Function 4 employees on 3/24/2021. Additionally, a log has been created locally for daily sign off that each trailer is scanned by clerk staff.

Exhibits 5 & 6 in PowerPoint File titled 'Olathe East OIG Review Exhibits)

Target Implementation Date:

March 24, 2021

Responsible Official:

Mgr., Operations Program Support (MOPS)

**Finding 5: Safeguarding of Assets**

Olathe East Branch management did not properly manage and safeguard Postal Service assets including arrow lock keys, Voyager Fleet cards, and mail delivery vehicles.

Recommendation 5:

We recommend the District Manager, Mid-America District, instruct Olathe East Branch Management to ensure that the PM Verification of Activity Checklist is being completed accurately each evening including making sure vehicles are locked and secured.

Management Response/Action Plan:

We agree with the finding and recommendation. A vehicle check log has been implemented at Olathe East that is signed off on each night by EAS after physically validating that all vehicles are secured.

Exhibit 7 in PowerPoint File titled 'Olathe East OIG Review Exhibits'

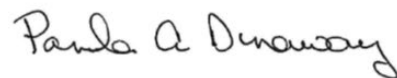
Target Implementation Date:

March 20, 2021

Responsible Official:

Mgr., Operations Program Support (MOPS)

Sincerely,



Pamela A. Dunaway

cc: *Corporate Audit Response Management*

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**INSPECTOR  
GENERAL**  
UNITED STATES POSTAL SERVICE

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