Mandan Post Office, Mandan, ND: Delivery Operations

AUDIT REPORT

Report Number 24-032-6-R24 | March 21, 2024

Transmittal Letter

March 21, 2024

MEMORANDUM FOR: ANGELA L. BYE
MANAGER, MINNESOTA-NORTH DAKOTA DISTRICT

[signature: Sean Balduff]

FROM: Sean Balduff
Director, Field Operations, Central & Southern

SUBJECT: Audit Report – Mandan Post Office, Mandan, ND: Delivery Operations
(Report Number 24-032-6-R24)

This report presents the results of our audit of mail delivery operations and property conditions at the Mandan Post Office in Mandan, ND.

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

Attachment

cc: Postmaster General
Chief Retail & Delivery Officer & Executive Vice President
Vice President, Delivery Operations
Vice President, Retail & Post Office Operations
Vice President, Central Area Retail & Delivery Operations
Director, Retail & Post Office Operations Maintenance
Corporate Audit and Response Management

Results

Background

The U.S. Postal Service's mission is to provide timely, reliable, secure, and affordable mail and package delivery to more than 160 million residential and business addresses across the country. The U.S. Postal Service Office of Inspector General (OIG) reviews delivery operations at facilities across the country and provides management with timely feedback in furtherance of this mission.

This interim report presents the results of our audit of delivery operations and property conditions at the Mandan Post Office in Mandan, ND (Project Number 24-032-6). It further responds to congressional requests from U.S. Senators Tina Smith (MN) and Amy Klobuchar (MN), and U.S. Representatives Angie Craig (MN), Pete Stauber (MN), Betty McCollum (MN), Brad Finstad (MN), Tom Emmer (MN), Michelle Fischbach (MN), Dean Phillips (MN), and Ilhan Omar (MN) to conduct a full audit of mail operations in the Minnesota-North Dakota District. We were also in contact with U.S. Senators Kevin Cramer (ND) and John Hoeven (ND), as well as U.S. Representative Kelly Armstrong (ND).

The Mandan Post Office is in the Minnesota-North Dakota District of the Central Area and services ZIP Code 58554 (see Figure 1). This ZIP Code serves 28,703 people in a predominantly urban area. Specifically, 23,673 (82 percent) live in urban communities and 5,030 (18 percent) live in rural communities.[1]

Figure 1. ZIP Code Serviced by the Mandan Post Office
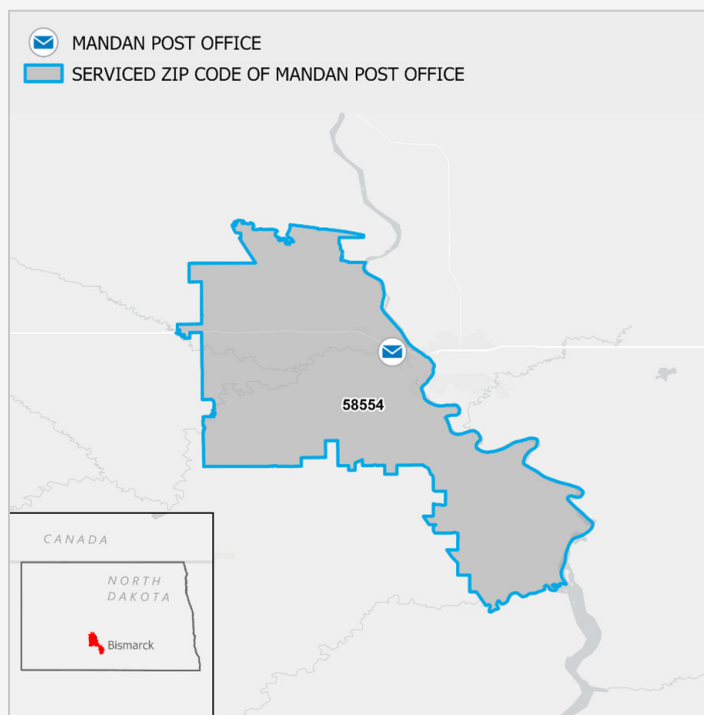
Source: OIG

This delivery unit has nine city routes, nine rural routes, and five contract delivery service (CDS)[2] routes. The Mandan Post Office is one of three delivery units[3] the OIG reviewed during the week of January 22, 2024, that are serviced by the Bismarck Processing and Distribution Center (P&DC).

We assessed all units serviced by the Bismarck P&DC based on the number of Customer 360[4] (C360) delivery-related inquiries,[5] Informed Delivery[6] contacts, Stop-the-Clock[7] (STC) scans performed away from the delivery point, and undelivered route information between September 1 and November 30, 2023. We also reviewed first and last mile failures[8] between September 2 and December 1, 2023.

---

1   We obtained ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information.
2   Contract agreements between the Postal Service and private individuals or firms for delivery and collection of mail from homes and businesses.
3   The other two units were the Bismarck Carrier Annex (Project Number 24-032-4); and the Minot Post Office (Project Number 24-032-5).
4   A cloud-based application that enables Postal Service employees to diagnose, resolve, and track customer inquiries.
5   A compilation of package inquiry, package pickup, daily mail service, and hold mail inquiries.
6   Informed Delivery is a free and optional notification service that gives residential customers the ability to digitally preview their letter-sized mail and submit inquiries for mailpieces that were expected for delivery but have not arrived.
7   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," and "No Access."
8   First mile failures occur when a mailpiece is collected and does not receive a processing scan at the P&DC on the day that it was intended. Last mile failures occur after the mailpiece has been processed at the P&DC on a final processing operation and is not delivered to the customer on the day it was intended.

We judgmentally selected the Mandan Post Office primarily based on the number of C360 inquiries related to delivery, Informed Delivery contacts, and STC scans performed away from the delivery point. The unit was also chosen based on first and last mile failures. See Table 1 for a comparison of some of these metrics between the unit and the rest of the district.

Table 1. Delivery Metric Comparison From September 1 and November 30, 2023

Delivery Metric	Unit Average per Route	District Average per Route
C360 Delivery Inquiries	4.5	3.5
Informed Delivery Contacts	25.9	19.3
Scans Performed Away from Delivery Point	41.4	24.2

Source: OIG analysis of Postal Service's C360, Informed Delivery, and Product Tracking and Reporting (PTR) System data extracted on December 18, 2023. PTR is the system of record for all delivery status information for mail and packages with trackable services and barcodes.

Objective, Scope, and Methodology

Our objective was to evaluate mail delivery operations and property conditions at the Mandan Post Office in Mandan, ND.

To accomplish our objective, we focused on five audit areas: delayed mail, package scanning, arrow keys,[9] carrier complement and timekeeping, and property conditions. Specifically, we reviewed delivery metrics, including the number of routes and carriers, mail arrival time, amount of reported delayed mail, package scanning, carrier complement and timekeeping, and distribution up-time.[10] During our site visit we observed mail conditions; package scanning procedures; arrow key security procedures; timekeeping documentation; and unit safety, security, and maintenance conditions. We also analyzed

the scan status of mailpieces at the carrier cases and in the "Notice Left" area[11] and interviewed unit management and employees. We discussed our observations and conclusions as summarized in Table 2 with management on March 11, 2024, and included their comments, where appropriate.

We are issuing this interim report to provide the Postal Service with timely information regarding conditions we identified at the Mandan Post Office. We will issue a separate report[12] that provides the Postal Service with the overall findings and recommendations for all three delivery units. See Appendix A for additional information about our scope and methodology.

Results Summary

We identified issues affecting delivery operations and property conditions at the Mandan Post Office. Specifically, we found issues with the five areas we reviewed (See Table 2).

Table 2. Summary of Results

Audit Area	Deficiencies Identified	
	Yes	No
Delayed Mail	X	
Package Scanning	X	
Arrow Keys	X	
Carrier Complement and Timekeeping	X	
Property Conditions	X	
Other Issues – Contractor Badges	X	

Source: Results of our fieldwork during the week of January 22, 2024.

We did not identify any inaccuracies with carrier complement. However, we did identify issues with timekeeping management (see Finding#4).

---

9 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 keys are accountable property and are subject to strict controls.
10 Time of day that clerks have completed distributing mail to the carrier routes.
11 The area of a delivery unit where letters or packages that the carriers were unable to deliver are stored for customer pickup.
12 Project Number 24-032.

What We Found

On the morning of January 23, 2024, we identified about 1,430 delayed mailpieces at 18 carrier cases. Specifically, we identified 1,090 letters, 225 flats, and 115 packages. About 347 (24 percent) of the mailpieces identified were attributed to expired PS Forms 8076, *Authorization to Hold Mail.*[13] Expiration dates ranged from July 24, 2023, to January 8, 2024.

In addition, some of the mail did not have a PS Form 1571, *Undelivered Mail Report,* attached. Further, management did not report this mail as undelivered in the Delivery Condition Visualization (DCV)[14] system. See Figure 2 for examples of delayed mail found at carrier cases.

Figure 2. Examples of Delayed Mail in the Carrier Cases

Source: OIG photos taken on January 23, 2024.

Why Did It Occur

Management did not verify that all mail was cleared from the unit and did not provide adequate oversite to verify that all delayed mail was reported in the DCV system. Management stated that they experienced some issues with the mail forwarding system beginning in the summer of 2023. Specifically, the Postal Service implemented additional security measures for the Change of Address Reporting System, where individuals submitting change of address requests were required to verify their identity online or in person. Failure to verify their identity resulted in the cancellation of the forwarding requests. As a result, the carriers were trying to provide a service to their customers by holding their mail until the unit received an updated forwarding address, although this did not align with policy. Further, two carriers called out on Monday, January 22, and two other carriers overlooked their carts of packages prior to going out on the street. Management stated they did not report the delayed mail into DCV because they normally do not check the carrier cases for delayed mail at the end of the day.

What Should Have Happened

Management should have ensured that all mail was processed and delivered daily and that any mail returned from a route was properly identified. Postal Service policy[15] states that all types of First-Class Mail, Priority Mail, and Priority Express Mail are always committed for delivery on the day of receipt. Mail not picked up within 10 days of the expiration of a "hold mail" request should be returned to sender.[16] In addition, managers are required[17] to report all mail in the delivery unit after the carriers have left for their street duties as either delayed or curtailed in DCV. Further, management must update DCV if volumes have changed prior to the end of the business day.

---

13 Document authorizing mail to be held for a minimum of three days, but no more than 30 days.
14 A tool for unit management to manually self-report delayed mail, which provides a snapshot of daily mail conditions at the point in time when carriers have departed for the street.
15 *Committed Mail & Color Code Policy for Marketing Mail* stand-up talk, February 2019.
16 *USPS Hold Mail – The Basics*, February 2024.
17 *Informed Visibility Delivery Condition Visualization User Guide*, August 2023.

Effect on the Postal Service and Its Customers

When mail is delayed, there is an increased risk of customer dissatisfaction, which may adversely affect the Postal Service brand. In addition, inaccurate reporting of delayed mail in DCV 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.

Finding #2: Package Scanning

What We Found

Employees scanned packages improperly at the delivery unit, scanned packages away from the intended delivery point, and handled packages incorrectly at the unit.

We reviewed package scanning data for scans that occurred at the unit and removed any potentially accurate scans performed.[18] In total, employees improperly scanned 635 packages at the delivery unit between October and December 2023 (see Table 3). Further analysis of the STC scan data for these packages showed that 39 percent of them were scanned "Delivered."

Table 3. STC Scans at Delivery Unit

STC Scan Type	Count	Percentage
Delivered	248	39.1%
Delivery Attempted – No Access to Delivery Location	196	30.9%
No Secure Location Available	95	15.0%
Receptacle Full / Item Oversized	83	13.1%
Delivery Exception – Animal Interference	7	1.1%
No Authorized Recipient	6	0.9%
Total	**635**	**100%***

Source: OIG analysis of the Postal Service's PTR System data.
*Total percentage does not equal 100 percent due to rounding.

We also reviewed scans occurring away from the delivery unit and over 1,000 feet[19] from the intended delivery point between October and December 2023 (see Table 4). We removed scans that could have been performed within policy, such as "Animal Interference" and "Unsafe Conditions." Further analysis of the STC scan data for these

packages showed that 96 percent of them were scanned "Delivered."

Table 4. STC Scans Over 1000 Feet Away From the Delivery Point

STC Scan Type	Count	Percentage
Delivered	336	96.3%
Receptacle Full / Item Oversized	9	2.6%
Delivery Attempted – No Access to Delivery Location	3	.9%
No Secure Location Available	1	.3%
Total	**349**	**100%***

Source: OIG analysis of the Postal Service's PTR System data.
*Total percentage does not equal 100 percent due to rounding.

For example, the map below (see Figure 3) shows an instance where a carrier scanned a package as "Delivered" 3.7 miles away from the delivery point.

Figure 3. Scan Away From the Delivery Point in Mandan, ND
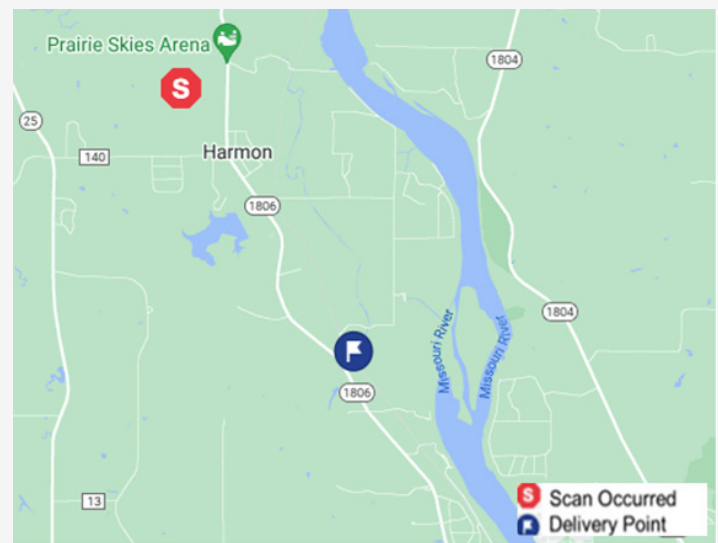
Source: Postal Service Single Package Look Up.

---

18 This data does not include scans that could properly be made at a delivery unit, such as "Delivered - PO Box" and "Customer (Vacation) Hold." Additionally, PO Box scans at the unit were only counted when the delivery point was an address away from the unit. This category does not include mail addressed for a PO Box.

19 Packages are expected to be scanned within a designated buffer distance from the delivery point. The OIG evaluates any package that was scanned more than 1,000 feet from the delivery point.

We also found issues with scanning and handling of packages in the unit. On the morning of January 23, 2024, before carriers arrived for the day, we selected 60 packages[20] to review and analyze scanning and tracking history. Of the 60 sampled packages, 30 (50 percent) had improper scans, including:

- Seventeen packages from the workroom floor were scanned at the delivery unit with an in-office scanner as "Available for Pickup" without a previous delivery attempt.

- Ten packages from the workroom floor were scanned "Local Weather Delay" when there was no weather event reported.

- One package from the "Notice Left" area was scanned "Delivered," which should only be performed when a package is successfully left at the customer's delivery address.

- One package from the carrier case did not have an "Arrival at the Unit" scan, which is required for performance measurement.

- One package found in the carrier case was scanned "Delivery Attempted - No Access to Delivery Location" 1.1 mile away from the delivery point.

Further, one package in the "Notice Left" area was not returned to the sender, as required. The package was three days past its scheduled return date.

Why Did It Occur

These scanning issues occurred because unit management did not adequately monitor and enforce proper package scanning and handling procedures. Management was not aware of non-compliant scans completed at the unit prior to 3 p.m., as they only monitored the Integrity Report sent out by the district, which details scans completed after 3 p.m. Management was not aware of other reports they could have used to monitor package scanning. Regarding packages found on the workroom floor, management stated that on the previous day,

carriers on two separate routes overlooked two carts of packages and departed for the street without them. Management subsequently scanned the packages at the unit in the evening to avoid scanning failures.

What Should Have Happened

Management should have monitored scan performance daily and enforced compliance. The Postal Service's goal is to ensure proper delivery attempts for mailpieces to the correct address with proper service,[21] which includes scanning packages at the time and location of delivery.[22] Packages on the "Notice Left" area should have been reviewed for second notices and returned to sender if they remained after the prescribed number of days.[23]

Effect on the Postal Service and Its Customers

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 improve mail visibility, increase customer satisfaction, and enhance both the customer experience and the Postal Service brand.

---

20 We judgmentally selected 30 packages from the carrier cases and 30 packages from the "Notice Left" area.
21 *Delivery Done Right the First Time* stand-up talk, March 2020.
22 *Carriers Delivering the Customer Experience* stand-up talk, July 2017.
23 *Notice Left and Return Guidelines*, April 2016. Domestic packages should be returned to sender on the 15th calendar day after a notice is left, and international packages should be returned to sender on the 30th calendar day after a notice is left.

Finding #3: Arrow Keys

What We Found

Unit management did not properly manage and safeguard arrow keys. On the morning of January 25, 2024, we reviewed the unit's arrow key certification list in the Retail and Delivery Applications and Reports (RADAR)[24] system and conducted a physical inventory of keys at the unit. Management could not locate one of the 26 keys listed on the inventory log and had not reported the missing key to the U.S. Postal Inspection Service or updated the certification list. In addition, arrow keys were not always kept secure. Specifically, we observed arrow keys ███ ████████████████ outside of the safe. We also observed one arrow key in a ████████████████ and a second key in the AM supervisor's personal belongings.

Why Did It Occur

Management did not properly manage and safeguard arrow keys. Specifically, unit management stated that the clerk removed the keys from the safe and became distracted with other duties, such as sorting packages. Further, the PM supervisor did not verify that all keys were returned at night, as he was distracted with monitoring carriers as they returned from the street. The postmaster was aware of the missing key but had not reported it to the Inspection Service. He stated the assigned carrier believed that she dropped the key into outgoing mail to the plant; and as a result, management was waiting on plant personnel to confirm whether the key was at their location before reporting it as lost.

What Should Have Happened

Management should have verified that arrow key security procedures were properly followed. According to Postal Service policy,[25] management must keep an accurate inventory of all arrow keys. Any missing keys must be immediately reported to the U.S. Postal Inspection Service.

In addition, policy states that arrow keys must remain secured until they are individually assigned to personnel. A supervisor or clerk must supervise employees signing out keys on the inventory log. Upon return, arrow keys should be deposited in a secure location and a supervisor or clerk must verify all keys have been returned and accounted for daily.

Effect on the Postal Service and Its Customers

When there is insufficient oversight and supervision of accountable items such as arrow keys, there is increased risk of mail theft. These thefts damage the Postal Service's reputation and diminish public trust in the nation's mail system. Additionally, because arrow keys open mail receptacles, lost or damaged keys can result in undelivered mail.

Management Actions

Management reported the missing key to the Inspection Service on January 25, 2024.

---

24 The arrow key certification in RADAR provides a national platform for all facilities to verify current inventory and account for all arrow keys.
25 *USPS Arrow Key Guidebook Standard Work Instructions*, updated August 2023.

Finding #4: Timekeeping Management

What We Found

We determined that management did not complete, print, or retain PS Forms 2240, *Pay, Leave, or Other Hours Adjustment Request*,[26] for one pay adjustment made between September 30 and December 29, 2023. In addition, the station had nine disallowed time occurrences for the same period. Management did not complete the PS Forms 1017-*A Time Disallowance Record*[27] entries in the Time and Attendance Collection System (TACS)[28] or retain hard copies for any of these occurrences.

Why Did It Occur

The postmaster stated that as he completed the entries in TACS, he mistakenly bypassed the pay adjustment and disallowed time occurrences. Since TACS does not force a person to enter a comment or remark, he was unaware that the entries were not complete.

What Should Have Happened

Postal Service policy[29] states that PS Forms 2240 are to be kept on file and attached to supporting documentation for the current calendar year plus the three previous years. Policy[30] further states unit personnel must complete PS Form 1017-A entries and place them in a notebook binder that is secured from unauthorized access documenting the reason for the disallowed time or unauthorized overtime.

Effect on the Postal Service and Its Customers

When proper documentation of pay adjustments and time disallowance is not completed, management could incur additional managerial workhours. In addition, the Postal Service risks violation of the Fair Labor Standards Act[31] when unit management does not maintain documentation that shows the justifiable reason and employee notification for disallowed time.

---

26 Form used to adjust either an employee's pay or to adjust timecard data that has been incorrectly reported to postal data center.
27 Form used only when a supervisor observes, or has reason to know, that an employee did not work while "on the clock." The supervisor must document the basis for any such disallowance. These forms serve as a cumulative record of disallowed time.
28 The system used by Postal Service to automate the collection of employee time and attendance information.
29 *AdjustPay User Guide, Course No. 31202-25, Updated February 9, 2017.*
30 Handbook F-21, *Time and Attendance*, Section 146 - Approving Entries, February 2016.
31 29 USC § 201-219.

Finding #5: Property Conditions

What We Found

We found safety, security, and maintenance issues at the Mandan Post Office:

Property Safety:

- Four fire extinguishers did not have a monthly inspection, as required.

- A microwave was plugged into a power strip in the breakroom.

- Long Life Vehicle (LLV) battery charging system cords were scattered across the sidewalk (See Figure 4).

- The sidewalk near the customer entrance was uneven, creating a trip hazard (see Figure 5).

- The exit sign in the lobby was not illuminated.

- There was an unsecured ladder in the vestibule near the dock.

- An electrical outlet in the retail lobby area was broken (see Figure 6).

- Two lights in the employee parking lot were not illuminated.

- A Postal Inspection Service door was blocked.

Figure 4. LLV Cords Scattered Across Sidewalk

Source: OIG photo taken on January 24, 2024.

Figure 5. Uneven Sidewalk Creating Trip Hazard

Source: OIG photo taken on January 24, 2024.

Figure 6. Broken Electrical Outlet

Source: OIG photo taken January 24, 2024.

Property Security:

- There was no signage posted in the parking areas stating that vehicles may be subject to search.

Property Maintenance:

- A metal privacy panel in the men's restroom was covered in rust (see Figure 7).

- A faucet in the women's restroom was leaking.

- A handicap push button was not installed at the door leading into the retail lobby, even though there were handicap push buttons installed at the main entrance to the building and the outer lobby doors.

Figure 7. Panel Covered in Rust

Source: OIG photo taken January 24, 2024.

Why Did It Occur

Management did not provide sufficient oversight and take the necessary actions to verify that property condition issues were identified and corrected. The postmaster assumed that the monthly fire extinguisher inspections were being performed. In addition, management stated that they did not identify and address the remaining issues due to the building's age and a possible move to a new location.

What Should Have Happened

Management should have provided sufficient oversight of personnel responsible for maintaining facilities, reported safety and maintenance issues as they arose, and followed up to ensure resolution. The Postal Service requires management to maintain a safe environment for employees and customers.[32] Further, the Architectural Barriers Act of 1968, 42 U.S.C. 4151–57 requires that buildings or facilities that were designed, built, or altered with federal dollars or leased by federal agencies after August 12, 1968, be accessible.

Effect on the Postal Service and Its Customers

Management's attention to maintenance, safety, and security deficiencies can reduce the risk of injuries to employees and customers; reduce related costs, such as workers' compensation claims, lawsuits and penalties; and enhance the customer experience and Postal Service brand.

Management Actions

Management cleared the area in front of the Inspection Service door during the audit.

---

32 Postal Service Handbook EL-801, *Supervisor's Safety Handbook*, July, 2020.

Finding #6: Contractor Badges

What We Found

During our review, we determined that none of the CDS route carriers or their assistants possessed a photo identification (ID) badge/barcode. A postal ID badge indicates that a background check has been completed and that clearance has been granted to enter the facility. Instead, these carriers were utilizing barcodes from previous route owners to log into their scanners.

Why Did It Occur

The postmaster was unaware that the current CDS carriers did not have badges. He stated that the carriers had been in place for years, and he assumed that they had been vetted and had the proper identification.

What Should Have Happened

The Postal Service requires that management obtain screening information from highway transportation suppliers and their contractor personnel to verify their eligibility.[33] Highway transportation suppliers, suppliers' personnel, and subcontractors' personnel who transport mail or who are allowed access to Postal Service operational areas must receive nonsensitive clearances. Pending clearance, a temporary photo ID badge, PS Form 5139, *Non-Postal Service Temporary Employee*, allows such access. Once clearance is obtained, a photo ID badge, PS Form 5140, *Non-Postal Service Contract Employee*, allows access to mail and mail-processing facilities. A barcode for an ID badge is provided once the contract driver has been granted a nonsensitive clearance.

Effect on the Postal Service and Its Customers

When CDS carriers do not have an appropriate contractor Postal ID badge, management is unable to determine if the carrier is allowed access to Postal Service operational areas or allowed to deliver mail. In addition, CDS carriers using barcodes from previous contractors causes inaccurate package scanning data, which makes it difficult for management to hold these carriers responsible for inaccurate scanning.

Management's Comments

Management agreed with all findings in the report. See Appendix B for management's comments in their entirety.

---

33 Management Instruction PO-530-2009-4, *Screening Highway Transportation Contractor Personnel*, April, 2009.

Appendix A: Additional Information

We conducted this audit from January through March 2024 in accordance with generally accepted government auditing standards and included such tests of internal controls as we considered necessary under the circumstances. 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.

In planning and conducting the audit, we obtained an understanding of the delivery operations internal control structure to help determine the nature, timing, and extent of our audit procedures. We reviewed the management controls for overseeing the program and mitigating associated risks. Additionally, we assessed the internal control components and underlying principles, and we determined that the following three components were significant to our audit objective:

- Control Activities
- Information and Communication
- Monitoring

We developed audit work to ensure that we assessed these controls. Based on the work performed, we identified internal control deficiencies related to all three components that were significant within the context of our objectives. We will issue a separate report that provides the Postal Service with the overall findings and recommendations for the Mandan Post Office, Bismarck Carrier Annex, and the Minot Post Office. Those recommendations, if implemented, should correct the weaknesses we identified.

We assessed the reliability of PTR, DCV, TACS, and the electronic Facilities Management System[34] data by reviewing existing information, comparing data from other sources, observing operations, and interviewing Postal Service officials knowledgeable about the data. We determined that the data were sufficiently reliable for the purposes of this report.

---

34 A custom-built Postal Service system used to manage work orders, contracts, and payments for facility construction, repairs, and alteration contracts, along with real estate contracts.

Appendix B: Management's Comments

UNITED STATES POSTAL SERVICE

March 11, 2024

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: Mandan Post Office Mandan, ND: Delivery
Operations (Report Number 24-032-6-DRAFT)

Thank you for providing the Postal Service an opportunity to review and comment on the findings contained in the draft audit report, *Mandan Post Office Mandan, ND: Delivery Operations.*

Management generally agrees with the six findings in the report on delayed mail, package scanning, arrow keys, timekeeping, property conditions, and contractor badges. However, the report is misleading when reporting scanning data. The report highlights 635 scanning issues from October to December 2023, but fails to mention that the total number of packages scanned during this period was 180,165 for which scanning issues represent less than one percent of the total parcel volume.

Management has begun taking steps to address the six findings.

Delayed Mail: Management at the district level will conduct reviews to monitor for compliance. Management will continue to use all tools and resources available to ensure adequate staffing. Management will conduct a service talk on proper recording of delayed mail in DCV. Additionally, management will train employees on proper handling hold mail and timeline guidelines for identity verification.

Package Scanning: Management will provide a service talk on proper scanning procedures and conduct reviews to monitor compliance.

Arrow Keys: Management will update the inventory log to reflect all arrow keys on hand and report the one missing key to the U.S. Postal Inspection Service. Management conducted training on proper handling and security of arrow keys. Additionally, management will conduct reviews to monitor for compliance.

Timekeeping Management: Management will be retrained on proper record keeping for pay adjustments, and disallowed time. Management has created binders to store 1017-A and 1017-B forms. Reviews will be conducted to monitor for compliance.

Property Conditions: Management has begun abating the property condition issues related to safety, security, and maintenance.

Contractor Badges: Management has obtained updated information on all contractors and reestablished their badges.

E-SIGNED by ANGELA.L BYE
on 2024-03-11 16:53:21 EDT
_____
Angela Bye
Manager, Minnesota-North Dakota District

cc: *Vice President, Area Retail & Delivery Operations (Central)*
    Corporate Audit Response Management

Contact us via our Hotline and FOIA forms. Follow us on social networks. Stay informed.

1735 North Lynn Street, Arlington, VA 22209-2020
(703) 248-2100

For media inquiries, please email press@uspsoig.gov or call (703) 248-2100