Benson Station, Omaha, NE: Delivery Operations

AUDIT REPORT

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Transmittal Letter

September 19, 2025

MEMORANDUM FOR: LISSE A. GARRETT
MANAGER, IOWA-NEBRASKA-SOUTH DAKOTA DISTRICT

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

SUBJECT: Audit Report – Benson Station, Omaha, NE: Delivery Operations (Report Number 25-115-1-R25)

This report presents the results of our audit of delivery operations and property conditions at the Benson Station in Omaha, NE.

We appreciate the cooperation and courtesy provided by your staff. If you have any questions or need additional information, please contact Jennifer Schneider, 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 over 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 self-initiated audit of delivery operations and property conditions at the Benson Station in Omaha, NE (Project Number 25-115-1). The Benson Station is in the Iowa-Nebraska-South Dakota District of the Central Area and serves about 36,809 people in ZIP Code 68104, which is considered a predominantly urban community[1] (see Figure 1).

This delivery unit has 27 city routes. From June 14 through July 11, 2025, the delivery unit had two supervisors assigned.[2] The Benson Station falls under the Omaha Post Office for employee availability measurement. As of June 13, 2025,[3] the year-to-date employee availability rate for the Omaha Post Office was 93.8 percent, which is over the Postal Service's retail and delivery operations employee availability goal of 93.7 percent for fiscal year 2025. The Benson Station is one of three delivery units[4] the OIG reviewed during the week of July 21, 2025, that are serviced by the Omaha Processing and Distribution Center (P&DC).

We assessed all units serviced by the Omaha P&DC based on the number of Customer 360 (C360)[5] delivery-related inquiries,[6] Informed Delivery[7]

contacts, stop-the-clock (STC)[8] scans performed away from the delivery point and at the unit, undelivered route information, and first and last mile failures[9] between March 1 and May 31, 2025.

Figure 1. ZIP Code Serviced by the Benson Station
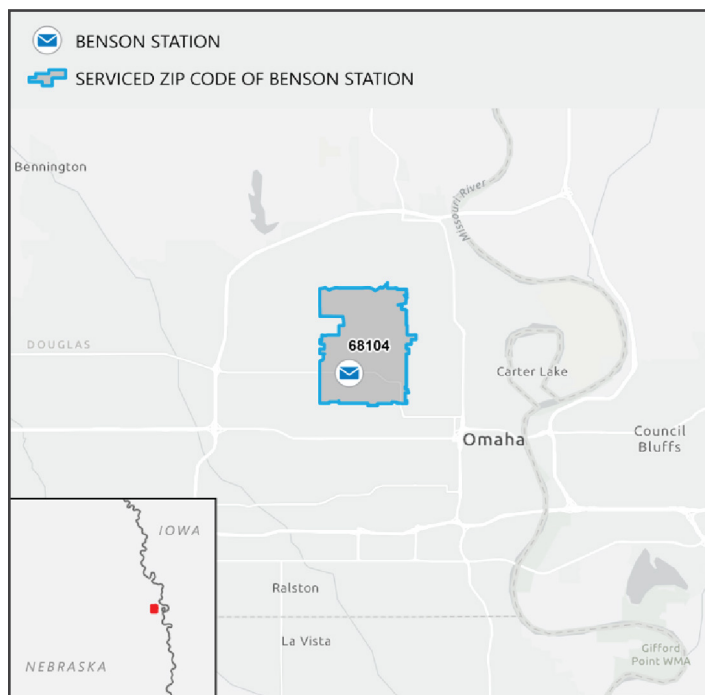
Source: OIG analysis of ZIP Code data.

We judgmentally selected the Benson Station primarily based on the number of C360 inquiries related to delivery and Informed Delivery contacts. The unit was also chosen based on first and last mile failures and undelivered routes. See Table 1 for a comparison of some of these metrics between the unit and the rest of the district.

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1   We obtained ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information.
2   According to the Postal Service's Time and Attendance Collection system (TACS). TACS is the system used by the Postal Service to automate the collection of employee time and attendance information.
3   The last day of Pay Period 13.
4   The other two units were the Boystown Staton, Omaha, NE (Project Number 25-115-2) and the Fremont Administrative Post Office, Fremont, NE (Project Number 25-115-3).
5   A cloud-based application that enables Postal Service employees to diagnose, resolve, and track customer inquiries.
6   A compilation of package inquiry, package pickup, daily mail service, and hold-mail inquiries.
7   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.
8   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 Pickup," and "No Access."
9   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.

Table 1. Delivery Metric Comparison Between March 1 and May 31, 2025

Delivery Metric	Unit Average per Route	District Average per Route
C360 Delivery Inquiries	5.9	3.3
Informed Delivery Contacts	15.6	8.0

Source: OIG analysis of Postal Service's C360 and Informed Delivery data.

Objective, Scope, and Methodology

Our objective was to evaluate mail delivery operations and property conditions at the Benson Station in Omaha, NE.

To accomplish our objective, we focused on the following audit areas: delayed mail, package scanning, arrow keys,[10] carrier separations and transfers, and property safety and security conditions. Specifically, we reviewed delivery metrics, including the number of routes and carriers, mail arrival time, amount of reported delayed mail, package scanning, and carrier complement. During our site visit July 22–24, 2025, we observed mail conditions, package scanning procedures, arrow key security procedures, carrier separation and transfer procedures, and unit safety and security conditions. We also analyzed the scan status of mailpieces at the carrier cases and interviewed unit management and employees. We discussed our observations and conclusions as summarized in Table 2 with management on September 5, 2025, and included its comments, where appropriate.

We are issuing this interim report to provide the Postal Service with timely information regarding conditions we identified at the Benson Station. We will issue a separate capping report[11] that provides the Postal Service with the overall findings and recommendations for all three delivery units, as well as the district. The capping report will include actions taken by management to address the issues identified in this interim report. See Appendix A for additional information about our scope and methodology.

Results Summary

We identified issues affecting delivery operations and property conditions at the Benson Station. Specifically, we found issues with four of the 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 Separations and Transfers		X
Property Conditions	X	

Source: Results of our fieldwork during the week of July 22, 2025.

We analyzed employee data from May 17 through June 13, 2025. All carriers assigned to the unit either reported to work or were accounted for by management during this time, indicating no issues with carrier separations and transfers.

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10   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.
11   Project Number 25-115.

Finding #1: Delayed Mail

What We Found

On the morning of July 22, 2025, we identified 1,168 delayed mailpieces[12] at 13 carrier cases. Specifically, we identified 893 flats and 275 letters. This mail was not reported as delayed in the Delivery Condition Visualization (DCV)[13] system. See Figure 2 for examples of delayed mail found at carrier cases. Further, the carriers did not complete Postal Service (PS) Forms 1571, *Undelivered Mail Report,*[14] to document undelivered mailpieces.

Figure 2. Examples of Delayed Mail in the Carrier Cases

Source: OIG photos taken before carriers arrived on the morning of July 22, 2025.

Why Did It Occur

On Monday July 21, 2025, the day prior to our visit, the unit did not have adequate resources to complete mail deliveries. Specifically, they had ten routes without a regular carrier assigned due to scheduled leave and three open routes due to unscheduled leave. The unit manager requested help from district management, and six part-time carriers were provided. Management made the decision to delay delivering 776 pieces of standard mail in order to allow the part-time carriers to complete their mail deliveries.

Further, management was not enforcing the Redline[15] process. Specifically, management did not verify the carriers placed mail brought back from their routes into the appropriate area or completed a PS Form 1571 to document the reason the mail could not be delivered. Also, the unit did not have a 3M case[16] for carriers to use when returning from their routes because the station manager did not know it was needed. In addition, the delayed mail was not properly reported in DCV because the closing supervisor did not perform a review of the workroom floor to identify undelivered mail. The supervisor stated she prioritized other duties, such as assisting borrowed carriers with casing mail and redistributing mail to carriers for route assistance.

What Should Have Happened

Management should have scheduled enough resources to complete delivery of all mail each day. Postal Service policy[17] states that managers must review the day's workload and be sure that replacements are available for unscheduled absences. Management must also develop contingency plans for situations that may interfere with normal delivery service.

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12 OIG estimate based on Postal Service conversion factors in Management Instruction PO-610-2007-1, *Piece Count Recording System.*
13 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.
14 PS Form 1571, *Undelivered Mail Report,* lists all mail distributed to the carrier for delivery that was left in the office or returned undelivered.
15 A standardized framework encompassing manager and carrier responsibilities after carriers return to the delivery unit upon completion of delivery assignments, ensuring that any mail returned from the street is identified with a signed, completed PS Form 1571 and that no mail is taken back to the carrier case.
16 The area of the delivery unit where carriers place their missent, missorted, and missequenced mail.
17 Handbook M-39, *Management of Delivery Services,* Daily Operations, Section 111.2, June 2019.

In addition, Postal Service policy[18] states that all types of First-Class Mail, Priority Mail, and Priority Mail Express are always committed for delivery on the day of receipt. Further, managers are required[19] to report all mail in the delivery unit after the carriers have left for their street duties as either delayed or curtailed in DCV. Management must update DCV if volumes have changed prior to the end of the business day. Additionally, policy[20] states delivery units must follow the Redline process, which includes carriers properly depositing mail in the missent, missorted, and missequenced mail case and completing a PS Form 1571 for other undelivered mail brought back to the delivery unit. Further, managers must complete a review of the unit to verify delivery of all mail or that any undelivered mail has a PS Form 1571 attached.[21]

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 the DCV system 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.

Postal Service Response
The Postal Service agreed with this finding. See Appendix B for management's comments in their entirety.

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18   *Committed Mail & Color Code Policy for Marketing Mail* stand-up talk, February 2019.
19   *DCV Learn and Grow,* August 1, 2024; *Informed Visibility Delivery Condition Visualization User Guide,* August 2023.
20   *Redline Policy, Standard Operating Procedures.*
21   *Daily Supervisor Leadership Standard Work.*

Finding #2: Package Scanning

What We Found

We found issues with scanning and handling of packages. On the morning of July 22, 2025, before carriers arrived for the day, we selected all 10 packages from the carrier cases to review and analyze scanning and tracking history. Of the 10 packages sampled, five (50 percent) had improper scans or a handling issue, including:

- Three packages were scanned "Mis-Shipped." This scan indicates that the shipper misrouted the mailpiece. However, all three addresses were assigned to routes at Benson Station.

- One package was scanned "No Such Number." Although the address was correct, the carrier assisting on the route could not locate it while conducting their deliveries.

- One package was missing a scan on the expected day of delivery to let the customer know the status of the package.

Why Did It Occur

Management did not adequately monitor and enforce proper package scanning procedures. Management stated it monitors scans daily, however it focuses on scan failure reports and not the scan integrity reports that show improper scans and scans made away from the delivery point. Further, the supervisor stated that she was unable to complete a walkthrough of the unit to identify packages and verify the scan status due to other responsibilities, such as responding to carrier calls, reviewing unit operating reports, and coordinating the redistribution of mail to carriers for route assistance.

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,[22] which includes scanning packages at the time and location of delivery.[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 the customer experience and the Postal Service brand.

> **Postal Service Response**
> The Postal Service agreed with this finding.

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22 *Delivery Done Right the First Time* stand-up talk, March 2020.
23 *Carriers Delivering the Customer Experience* stand-up talk, July 2017.

Finding #3: Arrow Keys

What We Found

Unit management did not properly update the arrow key inventory log and safeguard arrow keys. On the morning of July 24, 2025, 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. Unit management reported 27 keys in RADAR as "In-Use" or "In-Vault." Based on our physical review of arrow keys at the unit, one of the 27 keys was missing, and an additional key found at the unit was not recorded in RADAR. Unit management had not reported the missing key to the U.S. Postal Inspection Service.

In addition, arrow keys were not always kept secure. Specifically, arrow keys were kept ███████████ ███, which was often left open and unattended throughout our visit. We also observed some carriers retrieving keys without oversight and returning keys to the ███████████████ .

Why Did It Occur

Management did not properly manage arrow keys because it prioritized other duties such as assisting with staff training and coverage, coordinating the redistribution of mail to carriers for route assistance, and monitoring unit operating reports. In addition, management stated its delay in reporting the missing arrow key resulted from time spent confirming if the key was lost. Further, management stated not entering the additional key we found in RADAR was an oversight.

What Should Have Happened

Management should have verified that arrow key 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.

Effect on the Postal Service and Its Customers

When there is insufficient oversight and supervision of accountable items, such as arrow keys, there is an 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.

> **Postal Service Response**
> The Postal Service agreed with this finding.

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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   *Arrow/Modified Arrow Lock (MAL) Key Accountability Standard Work Instruction*, dated May 2024.

Finding #4: Property Conditions

What We Found

We found safety and security issues at the Benson Station. Specifically,

Property Safety

- All eight fire extinguishers were missing monthly inspections.

- One fire extinguisher on the workroom floor was blocked.

- An electrical panel was blocked.

Property Security

- The employee parking area did not have signage stating that vehicles may be subject to search.

Why Did It Occur

Management did not provide sufficient oversight and take the necessary actions to identify and address property safety and security conditions at the unit. Other duties such as coordinating staff coverage, addressing customer inquiries, and getting the mail out for delivery were given priority over monitoring property safety and security conditions. During our audit, the unit manager removed items that were blocking the fire extinguisher once we brought it to his attention.

What Should Have Happened

Management should have provided sufficient oversight of personnel responsible for maintaining facilities, reported safety and security issues as they arose, and followed up for completion. The Postal Service requires management to maintain a safe environment for employees and customers.[26]

Effect on the Postal Service and Its Customers

Management's attention to 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.

Postal Service Response
The Postal Service agreed with this finding.

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

Appendix A: Additional Information

We conducted this audit from June through September 2025 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 these 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 Benson Station, Boystown Station, and the Fremont Administrative Post Office, as well as the district.

We assessed the reliability of Product Tracking and Reporting system[27] and DCV system 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.

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27 The system of record for all delivery status information for mail and packages with trackable services and barcodes.

UNITED STATES POSTAL SERVICE

September 5, 2025

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: Benson Station, Omaha, NE: Delivery Operations (Report
Number 25-115-1-DRAFT)

Thank you for providing the Postal Service with an opportunity to review and comment on the
findings contained in the draft audit report, *Benson Station, Omaha, NE: Delivery Operations.*

Management generally agrees with the four findings related to delayed mail, package scanning,
arrow keys, and property conditions.

Management has begun taking steps to address the four findings.

Delayed Mail: Management will conduct a service talk on proper handling and recording of
delayed mail in DCV. Management will also reiterate the requirement to use PS Form 1571
Undelivered Mail Report and follow the *Redline process.* Reviews will be conducted to monitor for
compliance.

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 all missing keys to the US Postal Inspection Service. Management will also conduct
training on proper management and security of arrow keys. Additionally, reviews will be
conducted to monitor for compliance.

Property Conditions: Management has abated the safety and security issues found during the
audit.

E-SIGNED by LISSE.A GARRETT
on 2025-09-07 17:07:41 EDT

Lisse Garrett
District Manager, IA-NE-SD District

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

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UNITED STATES POSTAL SERVICE

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