

Efficiency of Operations at the Omaha Processing and Distribution Center

AUDIT REPORT

Report Number 25-119-R25 | September 19, 2025



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UNITED STATES POST OFFICE
1124 PACIFIC STREET
OMAHA, NEBRASKA 68108

Transmittal Letter



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

September 19, 2025

MEMORANDUM FOR: DANIEL HIRAI
MIDWEST DIVISION DIRECTOR, PROCESSING OPERATIONS

ELIZABETH BLACKBURN
MIDWEST DIVISION DIRECTOR, LOGISTICS

BENJAMIN P. KUO
VICE PRESIDENT, FACILITIES

A handwritten signature in black ink, reading "Sean Balduff", is centered below the memorandum recipients.

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

SUBJECT: Audit Report – Efficiency of Operations at the Omaha
Processing and Distribution Center, Omaha, NE
(Report Number 25-119-R25)

This report presents the results of our audit of the Efficiency of Operations at the Omaha Processing and Distribution Center.

All recommendations require U.S. Postal Service Office of Inspector General's (OIG) concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. All 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.

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 Processing and Distribution Officer and Executive Vice President
Chief Logistics and Infrastructure Officer and Executive Vice President
Vice President, Processing and Maintenance Operations
Vice President, Logistics
Vice President, Central Regional Processing Operations
Central Regional Director, Logistics
Corporate Audit Response Management

Results

Background

The U.S. Postal Service needs effective and productive operations to fulfill its mission of providing prompt, reliable, and affordable mail service to the American public. It has a vast transportation network that moves mail and equipment among approximately 315 processing facilities and 31,200 post offices, stations, and branches. The Postal Service is transforming its processing and logistics networks to become more scalable, reliable, visible, efficient, automated, and digitally integrated. This includes modernizing operating plans and aligning the workforce; leveraging emerging technologies to provide world-class visibility and tracking of mail and packages in near real time; and optimizing the surface and air transportation network. The U.S. Postal Service Office of Inspector General (OIG) reviews the efficiency of mail processing operations at facilities across the country and provides management with timely feedback to further the Postal Service’s mission.

This report presents the results of our self-initiated audit of the efficiency of operations at the Omaha Processing and Distribution Center (P&DC) in Omaha, NE (Project Number 25-119). We judgmentally selected the Omaha P&DC based on a review of first and last mile failures;¹ workhours; scanning compliance;² and late, canceled, and extra trips. The Omaha P&DC is in the Midwest Processing Division and processes letters, flats, and parcels. The Omaha P&DC services multiple 3-digit ZIP Codes in urban and rural communities³ (see Table 1).

Table 1. Population Demographics

3-Digit ZIP Codes	Urban Population	Rural Population	Total Population
515-516	93,769	76,054	169,823
677	9,906	20,653	30,559
680-681	798,809	86,539	885,348
683-689	553,158	347,802	900,960

Source: Postal Service National Distribution Labeling List and 2020 Census Bureau data.

As of July 2, 2025, the Omaha P&DC’s employee availability⁴ was 91.62 percent for processing and 90.05 percent for logistics. The Postal Service’s Employee Availability goal for FY 2025 was 89 percent for processing and 92.9 percent for logistics.

Objective, Scope, and Methodology

Our objective was to evaluate the efficiency of operations at the Omaha P&DC.

To accomplish our objective, we focused on five audit areas: mail clearance times;⁵ delayed mail; late, canceled, and extra outbound trips; dock scanning; and security of registry items. We reviewed Surface Visibility Web (SVWeb)⁶ data for late, canceled, and extra trips, as well as scan compliance for the period from July 1, 2024, to June 30, 2025. Further, we identified mail clearance time goals for the Omaha P&DC and compared them with operations shown in the Run Plan Generator report.⁷ During our site visit the week of July 21, 2025, we interviewed P&DC management and observed mail processing and dock operations.

1 First mile failures occur when a mailpiece is collected and does not receive a processing scan at the origin processing facility on the day that it was intended. Last mile failures occur after the mailpiece has been processed at a processing facility on a final processing operation and is not delivered to the customer on the day it was intended.

2 Scans include load, depart, unload, close, assign, and arrive.

3 We obtained ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information.

4 Data that compares straight workhours to the workhours that would have been recorded if all employees reported to work as scheduled.

5 The latest time committed mail can clear an operation for proper dispatch or delivery.

6 A website dedicated to the Surface Visibility program, which provides real-time transportation updates and reports on the movement of trailers in the surface network. The data captured to identify early, on-time, late, or canceled trips is also used to evaluate and improve transportation schedules.

7 An application mail processing facilities use to plan machine utilization based on volume, clearance times, and other criteria.

During this time, the OIG also audited three delivery units⁸ serviced by the Omaha P&DC. We will provide the results of those audits to Postal Service management in separate reports. See [Appendix A](#) for additional information about our scope and methodology.

Results Summary

We identified deficiencies with four of the five areas we reviewed that affected the efficiency of operations at the Omaha P&DC (see Table 2).

Table 2. Summary of Results

Audit Area	Issues Identified	
	Yes	No
Clearance Times	X	
Delayed Mail	X	
Late, Canceled, and Extra Outbound Trips	X	
Scan Compliance	X	
Security of Registry Items		X

Source: Results of OIG data reviewed from fiscal years 2024 and 2025 and fieldwork conducted the week of July 21, 2025.

We observed registry cage conditions and interviewed personnel to determine if procedures over the handling and security of Registered Mail were being followed. We did not find any systemic issues.

⁸ The three delivery units were Benson Station, Omaha, NE (project number 25-115-1); Boystown Station, Omaha, NE (project number 25-115-2); and Fremont Administrative Post Office, Fremont, NE (project number 25-115-3).

Finding #1: Clearance Times and Delayed Mail

What We Found

From April 1 to June 30, 2025, the Omaha P&DC did not consistently meet its clearance times for letters and flats. Specifically, letter processing went past the clearance time target 14 of 76 days (18 percent), and flat processing went past the clearance time target 38 of 79 days (48 percent). In addition, during our observations from July 22 through July 24, 2025, letter processing went past the clearance time target on one day, and flat processing went past the clearance time target on two days. We did not identify any

issues with package processing missing clearance time targets.

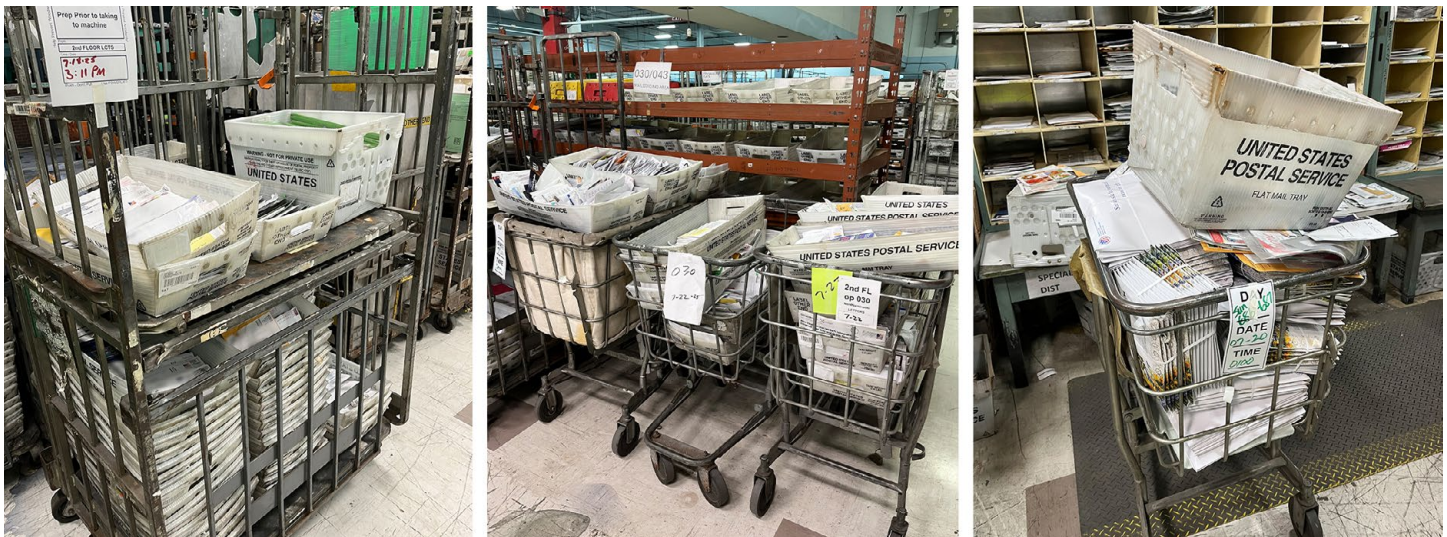
In addition, during our observations at the Omaha P&DC July 22 and 23, 2025, we identified delayed mail in the manual letter and flat operations (see Figure 1), in the Non-Machinable Outside⁹ (NMO) operation (see Figure 2), and throughout the workroom floor (see Figure 3). Management properly reported this mail in the Mail Condition Visualization (MCV)¹⁰ system. In total, management reported 67,769 delayed letters, flats, and packages in the MCV system during our visit (see Table 3).

Table 3. Delayed Letters, Flats, and Packages

Date	Delayed Letters Reported in MCV	Delayed Flats Reported in MCV	Delayed Packages Reported in MCV	Total Reported in MCV
July 22	19,998	1,105	13,317	34,420
July 23	12,726	18,559	2,064	33,349
Total	32,724	19,664	15,381	67,769

Source: MCV system.

Figure 1. Delayed Mail in the Manual Letters and Flats Areas



Source: OIG photos taken July 22 and 23, 2025.

⁹ A parcel or mailpiece that, because of size, weight, or other characteristic, cannot be sorted by mechanized mail processing equipment and must be handled manually.

¹⁰ MCV provides near real-time visibility of a facility's on-hand volume, delayed processing volume, delayed dispatch volume, and oldest mail date and stores historical trailer information.

Figure 2. Delayed Mail in the NMO Operation



Source: OIG photos taken July 22 and 23, 2025.

Figure 3. Delayed Mail on the Workroom Floor



Source: OIG photos taken July 23, 2025.

Why Did It Occur

We identified multiple factors that contributed to the inconsistent clearance times and delayed mail, including staffing misalignment, insufficient management oversight, frequent machine breakdowns, and processing inefficiencies.

Management did not properly allocate employees in mail processing operations to ensure mail was processed timely and efficiently. For example, employees were regularly moved from the manual sections to work on automated operations, which caused manual mail volume to build up and become delayed. During the week of our visit, management was in the process of adjusting employees' schedules to better align with earlier mail processing start times.

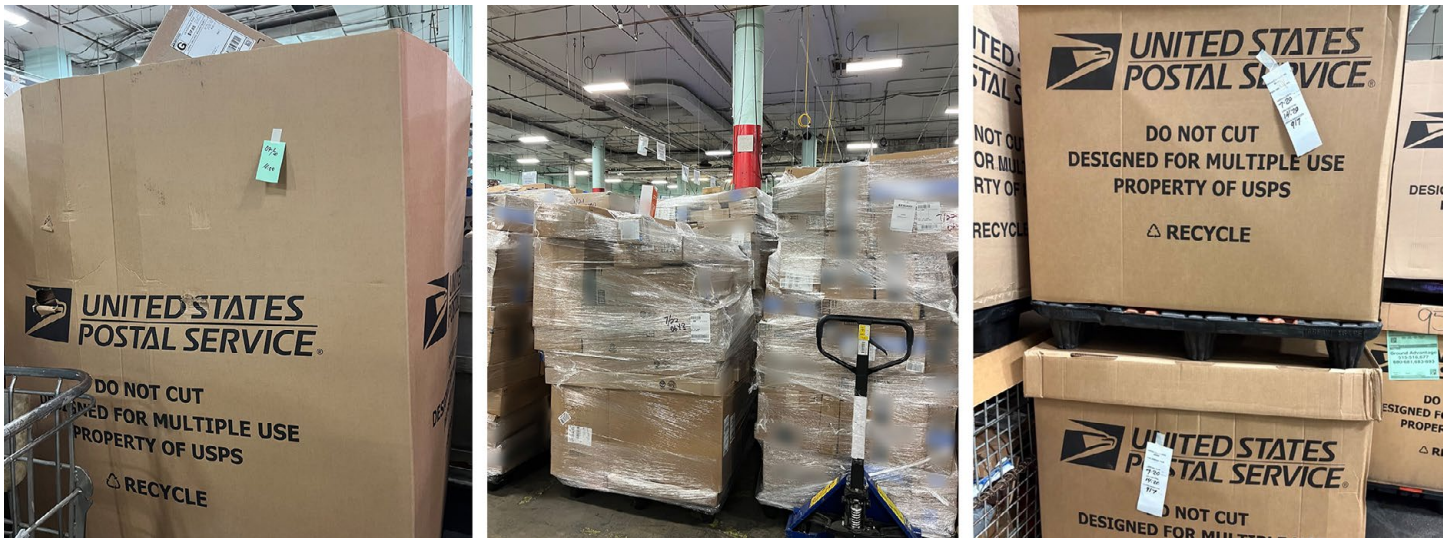
In addition, the facility had a lot of new supervisors that did not adequately engage with employees or hold them accountable for their performance. According to management, two supervisors had not completed supervisor training at the time of our review.

Regarding machine breakdowns, the primary issue was with the facility's two Automated Flats Sorting Machines (AFSM). Management stated the machines are old and break down regularly. During our observations, one of the AFSMs was down for over six hours from the evening of July 22 to the morning of July 23, 2025, causing flats to miss their clearance time. While the maintenance staff was completing the required preventive maintenance on the machines, management acknowledged that the staff was inexperienced and may not be doing a thorough job.

Additionally, a lack of equipment placarding¹¹ contributed to the delayed mail (see [Figure 4](#)). We observed containers that were not properly placarded, making it difficult for employees to determine the age of the mail and what order it should be processed.

¹¹ A large sign or card attached to various types of mail transport equipment that provides internal information about the content, mail processing operation, or dispatch of the mail.

Figure 4. Containers Without Proper Placards



Source: OIG photos taken July 22 and 23, 2025.

We also found that delivery units were not always properly sorting mail before sending it to the Omaha P&DC, adding to the mail processing time at the plant. Plant management did not use the Mail Arrival Quality/Plant Arrival Quality (MAQ/PAQ)¹² tool to communicate these issues with the delivery units for correction.

What Should Have Happened

The Postal Service has established service standards¹³ for measuring service performance. Management should verify the mail is processed timely to meet clearance times and the established service standards. Postal Service policy¹⁴ states that management should align staffing to the workload. Plant managers also must clearly articulate expectations for employee conduct and performance, measure the progress and status against those objectives, and intervene and correct areas where those expectations are not met.¹⁵ Additionally, Postal Service policy¹⁶ states that plant managers are responsible for their employees' training and development and for ensuring that they are consistent with corporate business goals and strategic plans.

According to Postal Service policy¹⁷ an effective and efficient preventive maintenance program must be in place to ensure optimum performance, minimum downtime, and appropriate service life of mail processing equipment. Policy¹⁸ also states that placards are to be affixed to each container and should include clear instructions on where the container is coming from, where it needs to go, and what processing needs to occur. Managers should use the MAQ/PAQ system to communicate and resolve issues with mail arriving from other postal facilities.

Effect on the Postal Service and Its Customers

When there are missed clearance times and delayed mail, it could increase the risk that the mail will not be delivered on time, which can adversely affect Postal Service customers, harm the brand, send mailers to competitors, increase operating costs, and cause the Postal Service to lose revenue.

¹² The MAQ/PAQ system facilitates communication and resolution of issues with the movement of mail, including collection mail, between postal facilities.

¹³ A stated goal for service achievement for each mail class.

¹⁴ USPS Plant Manager Handbook, Section 6.f, dated July 2024.

¹⁵ USPS Plant Manager Handbook, Section 4, dated July 2024.

¹⁶ Employee and Labor Relations Manual, section 721.3, dated March 2024.

¹⁷ Maintenance Series Handbook MS-63: Maintenance Operations, Section 11.1, dated June 2006.

¹⁸ USPS Plant Manager Handbook, Section 7, dated July 2024.

Recommendation #1

We recommend the **Midwest Division Director, Processing Operations**, complete an analysis and realignment of processing operations staff to improve efficiency and meet clearance time targets at the Omaha Processing and Distribution Center.

Recommendation #2

We recommend the **Midwest Division Director, Processing Operations**, implement a plan for supervisors to hold employees accountable for their performance, promote supervisor engagement with employees, and provide supervisor training to the remaining two supervisors at the Omaha Processing and Distribution Center.

Recommendation #3

We recommend the **Midwest Division Director, Processing Operations**, develop and implement a plan to verify thorough preventative maintenance is performed on all mail processing equipment at the Omaha Processing and Distribution Center.

Recommendation #4

We recommend the **Midwest Division Director, Processing Operations**, develop and implement a plan to verify employees attach accurate placards on mail transportation equipment at the Omaha Processing and Distribution Center.

Recommendation #5

We recommend the **Midwest Division Director, Processing Operations**, use the Mail Arrival Quality/Plant Arrival Quality system at the Omaha Processing and Distribution Center to communicate and resolve mail arrival quality issues with delivery units and other processing facilities.

Postal Service Response

The Postal Service agreed with this finding and associated recommendations. Regarding recommendation 1, management stated they have realigned the craft employee bid structure to match their planned operational targets for the plant. The target implementation date is March 30, 2026. Regarding recommendation 2, management will conduct service talks and provide training to management staff to reiterate expectations related to conduct, safety, performance, mail flow, dispatch, and scanning. The target implementation date is February 28, 2026. Regarding recommendation 3, management will establish staffing and scheduling to align with the required preventative maintenance windows. In addition, the preventative maintenance completion rates will be monitored daily for compliance. The target implementation date is March 30, 2026. Regarding recommendation 4, management stated that the Executive Plant Manager has developed a process to identify all mail with the time and date of receipt at the Omaha P&DC. The Manager of Processing Support will conduct daily audits to ensure accuracy of the placards. The target implementation date is January 31, 2026. Regarding recommendation 5, all management staff will be retrained on the MAQ/PAQ process and the Executive Plant Manager will ensure daily compliance. The target implementation date is February 28, 2026. See [Appendix B](#) for management's comments in their entirety.

OIG Evaluation

The OIG considers management's comments responsive to the recommendations, and corrective actions should resolve the issues identified. Regarding recommendation 2, management stated during our exit conference that the two remaining supervisors had received supervisor training. Management will need to provide evidence of this training prior to closing recommendation 2.

Finding #2: Late, Canceled, and Extra Outbound Trips

What We Found

From July 1, 2024, through June 30, 2025, there were a total of 12,909 outbound late trips, 3,736 outbound canceled trips, and 1,428 outbound extra trips at the Omaha P&DC. These trips represent about 34 percent of all trips at the facility (see Table 4).

Table 4. Outbound Transportation Metrics – Omaha P&DC

Transportation Metric	Number	Percent of Total Trips
Late Trips	12,909	24.4
Canceled Trips	3,736	7.1
Extra Trips	1,428	2.7

Source: SVWeb.

Why Did it Occur

Late outbound trips at the facility occurred primarily due to the late mail processing discussed in [Finding #1](#), difficulty transporting the mail to the dock due to elevator problems, dock congestion, and a lack of yard space to unload/load mail. At the beginning of July 2025, logistics management made schedule changes to stagger dispatch times to help reduce dock congestion and maximize the use of yard space.

Regarding the elevator issues, the facility processes mail on three different floors and uses docks on two different floors on opposite sides of the building. Therefore, mail must be transported between the three floors. The facility has four elevators used for transporting mail between the different floors and has had problems with them frequently breaking down. During our fieldwork, we observed one elevator on the east side of the building was non-operational, and management informed us that it had been down for over a month at the time of our visit. Management stated another elevator on the east side of the building would stop working several times a day

and had to be reset by maintenance. We observed this elevator was down for about an hour on the morning of July 23, 2025. During this time there were no elevators on the east side of the building to bring mail to the east dock. According to management, the elevators were last upgraded in 2000.

Canceled trips were primarily due to dispatch times not being properly aligned to processing times, trips being consolidated, and having unnecessary trips on the schedule. Management recently adjusted transportation schedules to better align with processing schedules and changed shuttle trips to a local processing plant to operate every two hours, instead of every hour. While these changes should result in reduced canceled trips, with mail processing adjusting their schedule, it is important that logistics continue to monitor transportation schedules to ensure they are aligned with mail processing.

In addition, the facility had a shortage of trailers, which increased the number of late, canceled, and extra trips at the facility. On June 26, management requested 15 additional trailers to accommodate changes in service needs. As of August 12, Postal Service Headquarters approved the request for additional trailers, but they had not arrived at the facility.

What Should Have Happened

According to Postal Service policy,¹⁹ key elements of effective dispatch and routing include developing dispatch plans and transportation routes between facilities that are realistic and effective and adhere to processing windows.

Effect on the Postal Service and Its Customers

When there are late and canceled trips, there is an increased risk the mail will not be delivered on time, which can adversely affect Postal Service customers, harm the brand, send mailers to competitors, increase operating costs, and cause the Postal Service to lose revenue.

¹⁹ Handbook M-22, *Dispatch and Routing Policy*, Section 5.1, dated March 2025.

Recommendation #6

We recommend the **Vice President, Facilities**, conduct a study to determine the feasibility of replacing or refurbishing the freight elevators at the Omaha Processing and Distribution Center for improved service.

Recommendation #7

We recommend the **Midwest Division Director, Logistics**, verify that the Omaha Processing and Distribution Center has sufficient trailers to accommodate its mail transport needs.

Postal Service Response

The Postal Service agreed with this finding and associated recommendations. Regarding recommendation 6, management stated that construction is expected to be awarded in October 2025 to replace the elevators and contractor mobilization is expected by January 2026. The elevator that has been inoperable for over a month has been contracted by local facility maintenance to be repaired. Regarding recommendation 7, management stated that they are working with headquarters surface logistics to obtain additional trailers. The target implementation date for recommendations 6 and 7 is January 31, 2026.

OIG Evaluation

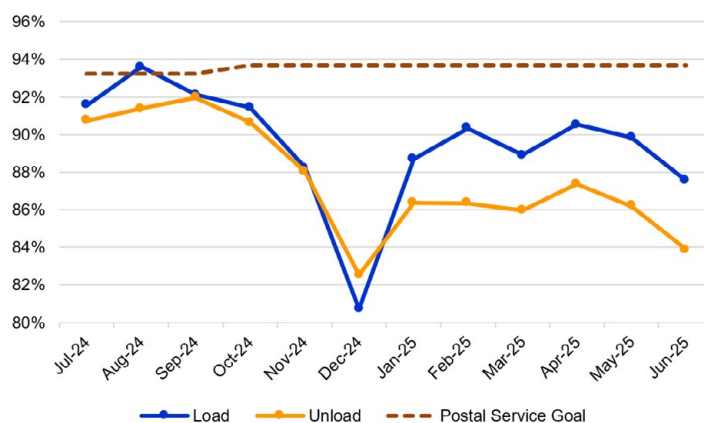
The OIG considers management's comments responsive to the recommendations and corrective actions should resolve the issues identified.

Finding #3: Scan Compliance

What We Found

The Omaha P&DC did not consistently meet the load²⁰ and unload²¹ scanning goals. From July 1, 2024, to June 30, 2025, the average score for load scanning was 89.42 percent, and the average score for unload scanning was 87.62 percent (see Figure 5). This was below the Postal Service's goal of 93.69 percent in FY 2025 and 93.25 percent in FY 2024.

Figure 5. Scanning Compliance at the Omaha P&DC From July 2024 to June 2025



Source: SVWeb.

Why Did it Occur

Scans were not being performed consistently due to a lack of management oversight. Specifically, management had not focused on the monitoring and enforcing of proper scanning at the facility. During our observations, we noted a lack of management presence on the dock during peak hours.

What Should Have Happened

Postal Service policy²² states that employees are required to perform outbound and inbound scans of containers and trailers to ensure 100 percent mail visibility.

Effect on the Postal Service and Its Customers

Low scanning compliance could contribute to inaccurate utilization of data, missent mail, and operational inefficiencies. Management uses scanning data to streamline outbound container operations, enhance dispatch quality, and increase efficiency in the use of transportation containers and trailers. When scans are not made, management may not have the information needed to make accurate operational decisions.

Recommendation #8

We recommend the **Midwest Division Director, Processing Operations**, and the **Midwest Division Director, Logistics**, develop and implement a plan to verify supervisors monitor and enforce scanning to improve compliance with the load and unload scanning goals at the Omaha Processing and Distribution Center.

Postal Service Response

The Postal Service agreed with this finding and recommendation. Management is implementing a process for supervisors to conduct dock scanning observations and monitor for compliance. Reviews will be submitted daily. The target implementation date is January 31, 2026.

OIG Evaluation

The OIG considers management's comments responsive to the recommendation, and corrective actions should resolve the issues identified.

²⁰ Performed when the container is loaded onto the trailer for dispatch.

²¹ Performed when the container is unloaded from a trailer.

²² *Surface Visibility Program User booklet*, updated April 22, 2025.

Appendix A: Additional Information

We conducted this audit from July 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. We discussed our observations and conclusions with management on September 2, 2025, and included its comments where appropriate.

In planning and conducting the audit, we obtained an understanding of the mail processing 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 control activities, information and communication, and monitoring that were significant within the context of our objectives. Our recommendations, if implemented, should correct the weaknesses we identified.

We assessed the reliability of Web End of Run,²³ MCV, and SVWeb 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.

²³ A web-based application used in collecting operational data from automated and mechanized mail processing equipment.

Appendix B: Management's Comments



September 5, 2025

LAURA LOZON
ACTING DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: *Efficiency of Operations at the Omaha Processing and Distribution Center (25-119-DRAFT)*

Thank you for providing the Postal Service with an opportunity to review and comment on the findings and recommendations contained in the draft audit report, *Efficiency of Operations at the Omaha Processing and Distribution Center (25-119-DRAFT)*

Management agrees with the three findings in the report on clearance times and delayed mail, late, canceled, extra outbound trips, and scan compliance.

Finding #1: Clearance Times and Delayed Mail
Finding #2: Late, Canceled, and Extra Outbound Trips
Finding #3: Scan Compliance

The following are our comments on each of the eleven recommendations.

Recommendation 1: We recommend the Midwest Division Director, Processing Operations, complete an analysis and realignment of processing operations staff to improve efficiency and meet clearance time targets at the Omaha Processing and Distribution Center.

Management Response/Action Plan:
Management agrees with this recommendation.

The Midwest Division Director along with the Executive Plant Manager has realigned the bid structure to match the Op Plan Precision targets for the plant.

Target Implementation Date: 03/30/2026

Responsible Official:
Midwest Division Director, Processing

Recommendation 2: We recommend the Midwest Division Director, Processing Operations, implement a plan for supervisors to hold employees accountable for their performance, promote supervisor engagement with employees, and provide supervisor training to the remaining two supervisors at the Omaha Processing and Distribution Center.

Management Response/Action Plan:
Management agrees with this recommendation.

Management will conduct service talks and provide training to all EAS employees to reiterate expectations related to conduct, safety, performance, mail flow, dispatch, and scanning.

Target Implementation Date: 2/28/2026

Responsible Official:

Midwest Division Director, Processing

Recommendation 3: We recommend the Midwest Division Director, Processing Operations, develop and implement a plan to verify thorough preventative maintenance is performed on all mail processing equipment at the Omaha Processing and Distribution Center.

Management Response/Action Plan:

Management agrees with this recommendation.

The Executive Plant Manager and Maintenance Manager will establish staffing and scheduling to align with the required preventative maintenance windows. In addition, the PM completion rates will be monitored daily for compliance.

Target Implementation Date: 03/30/2026

Responsible Official:

Midwest Division Director, Processing

Recommendation 4: We recommend the Midwest Division Director, Processing Operations, develop and implement a plan to verify employees attach accurate placards on mail transportation equipment at the Omaha Processing and Distribution Center.

Management Response/Action Plan:

Management agrees with this recommendation.

The Executive Plant Manager has developed a process to identify all mail with the time and date of receipt at Omaha P&DC. The Manager of Processing Support conducts daily audits to ensure accuracy of the placards.

Target Implementation Date: 01/31/2026

Responsible Official:

Midwest Division Director, Processing

Recommendation 5: We recommend the Midwest Division Director, Processing Operations, use the Mail Arrival Quality/Plant Arrival Quality system at the Omaha Processing and Distribution Center to communicate and resolve mail arrival quality issues with delivery units and other processing facilities.

Management Response/Action Plan:

Management agrees with this recommendation.

All EAS will be retrained on the MAQ/PAQ process. The Executive Plant Manager will ensure daily compliance.

Target Implementation Date: 02/28/2026

Responsible Official:

Midwest Division Director, Processing

Recommendation 6: We recommend the Vice President, Facilities, conduct a study to determine the feasibility of replacing or refurbishing the freight elevators at the Omaha Processing and Distribution Center for improved service.

Management Response/Action Plan:

Management agrees with this recommendation.

Facilities has an ongoing project to replace the elevators at the Omaha P&DC with construction expected to be awarded in October 2025 and contractor mobilization expected by January 2026. Construction is anticipated to take 3 years to complete working one elevator replacement at a time.

It has been contracted by local facility maintenance under the national maintenance/repair contract to repair the elevator that is inoperable.

Target Implementation Date: 01/31/2026

Responsible Official:

Vice President, Facilities

Recommendation 7: We recommend the Midwest Division Director, Logistics, verify that the Omaha Processing and Distribution Center has sufficient trailers to accommodate its mail transport needs.

Management Response/Action Plan:

Management agrees with this recommendation.

Management is working with HQ Surface Logistics to obtain additional trailers.

Target Implementation Date: 01/31/2026

Responsible Official:

Midwest Division Director, Logistics

Recommendation 8: We recommend the Midwest Division Director, Processing Operations, and the Midwest Division Director, Logistics, develop and implement a plan to verify supervisors monitor and enforce scanning to improve compliance with the load and unload scanning goals at the Omaha Processing and Distribution Center.

Management Response/Action Plan:

Management agrees with this recommendation.

Management is implementing a process for supervisors to conduct dock scanning observations and monitor for compliance. Reviews will be submitted daily.

Target Implementation Date: 01/31/2026

Responsible Official:

Midwest Division Director, Logistics

E-SIGNED by DANIEL.T HIRAI
on 2025-09-09 09:42:17 EDT

DANIEL HIRAI
MIDWEST DIRECTOR, PROCESSING

E-SIGNED by ELIZABETH BLACKBURN
on 2025-09-05 14:08:53 EDT

ELIZABETH BLACKBURN
MIDWEST DIVISION DIRECTOR, LOGISTICS

E-SIGNED by BENJAMIN.P KUO
on 2025-09-05 15:23:08 EDT

BENJAMIN KUO
VICE PRESIDENT, FACILITIES

cc: Corporate Audit & Response Management

OFFICE OF INSPECTOR GENERAL

UNITED STATES POSTAL SERVICE



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

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