

# Efficiency of Operations at the Westchester Processing and Distribution Center, White Plains, NY

## AUDIT REPORT

Report Number 25-152-R26 | February 11, 2026



# Table of Contents

## Cover

<b>Transmittal Letter</b> .....	1
---------------------------------	---

<b>Results</b> .....	2
----------------------	---

Background .....	2
------------------	---

Objective, Scope, and Methodology .....	2
-----------------------------------------	---

Results Summary .....	3
-----------------------	---

<b>Finding #1: Late, Canceled, and Extra Outbound Trips</b> .....	4
-------------------------------------------------------------------	---

Postal Service Response .....	4
-------------------------------	---

OIG Evaluation.....	4
---------------------	---

<b>Finding #2: Scan Compliance</b> .....	5
------------------------------------------	---

Postal Service Response .....	6
-------------------------------	---

OIG Evaluation.....	6
---------------------	---

<b>Finding #3: Scanner Accountability</b> .....	7
-------------------------------------------------	---

Postal Service Response .....	7
-------------------------------	---

OIG Evaluation.....	8
---------------------	---

<b>Finding #4: Safety and Security</b> .....	9
----------------------------------------------	---

Postal Service Response .....	10
-------------------------------	----

OIG Evaluation.....	10
---------------------	----

<b>Appendix A: Additional Information</b> .....	11
-------------------------------------------------	----

<b>Appendix B: Management's Comments</b> .....	13
------------------------------------------------	----

<b>Contact Information</b> .....	17
----------------------------------	----

# Transmittal Letter



OFFICE OF INSPECTOR GENERAL  
UNITED STATES POSTAL SERVICE

---

February 11, 2026

**MEMORANDUM FOR:** CHRISTINE E. BRISK  
NEW ENGLAND DIVISION SR. DIRECTOR,  
PROCESSING OPERATIONS  
  
MARY COCKING  
NEW ENGLAND DIVISION DIRECTOR, LOGISTICS

A handwritten signature in black ink, reading "Monica J. Brym", is positioned above the "FROM:" field.

**FROM:** Monica J. Brym  
Director, Field Operations, Atlantic & WestPac

**SUBJECT:** Audit Report – Efficiency of Operations at the Westchester Processing  
and Distribution Center, White Plains, NY  
(Report Number 25-152-R26)

This report presents the results of our audit of the Westchester Processing and Distribution Center.

All recommendations require U.S. Postal Service Office of Inspector General (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 Rushanthi Leitan, 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, Eastern Regional Processing Operations  
Atlantic 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 308 processing facilities and 31,100 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 to meet marketplace needs; 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 Westchester Processing and Distribution Center (P&DC) in White Plains, NY (Project Number 25-152). We judgmentally selected the Westchester P&DC in White Plains, NY, based on delivery unit performance scores at the district level. After selecting the delivery and retail district, we reviewed several performance indicators for the Westchester P&DC during fiscal years (FY) 2025-2026, including Leg 1 and Leg 3 failures;<sup>1</sup> mail clearance times; workhours, mail volume, and productivity; scanning compliance;<sup>2</sup> scanner accountability;<sup>3</sup> and late, canceled, and extra trips. The Westchester P&DC is in the New England Division and processes letters, flats, and packages.

The Westchester P&DC services multiple 3-digit ZIP Codes in urban and rural communities<sup>4</sup> (see Table 1).

Table 1. Population Demographics

3-Digit ZIP Codes	Urban Population	Rural Population	Total Population
066	240,645	4,794	245,439
068-069	604,925	31,255	636,180
105-109	1,528,330	152,558	1,680,888

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

## Objective, Scope, and Methodology

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

To accomplish our objective, we focused on the following audit areas: mail clearance times;<sup>5</sup> delayed mail; late, canceled, and extra outbound trips; dock scanning; scanner accountability; and security of registry items. We reviewed Surface Visibility Web (SVWeb)<sup>6</sup> data for late, canceled, and extra trips, as well as scan compliance for the period from November 1, 2024, to October 31, 2025. Further, we identified mail clearance time goals for the Westchester P&DC and compared them with operations shown in the Run Plan Generator report.<sup>7</sup> During our site visit the week of December 8, 2025, we interviewed P&DC management and observed mail processing and dock operations. We also conducted a limited scope review of several safety and security items during the site observations.

During this time, the OIG also audited four delivery units<sup>8</sup> serviced by the Westchester P&DC. We will

1 Leg 1 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. Leg 3 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 If a scanner becomes lost, plant management is responsible for retrieving the scanner from the last signed user, or to retrieve them if lost to another site.

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

5 Mail clearance time is the latest time committed mail can clear an operation for proper dispatch or delivery.

6 SVWeb is a Postal Service website that 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 The Run Plan Generator is an application that mail processing facilities use to plan machine utilization based on volume, clearance times, and other criteria.

8 The four delivery units were Yonkers Main Post Office, Yonkers, NY (Project Number 25-153-1); New Rochelle Main Post Office, New Rochelle, NY (Project Number 25-153-2); Mt. Vernon Main Post Office, Mt. Vernon, NY (Project Number 25-153-3); and White Plains Main Post Office, White Plains, NY (Project Number 25-153-4).

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 three of six areas we reviewed that affected the efficiency of operations at the Westchester P&DC. We also observed several safety and security issues (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	
Scanner Accountability	X	
Security of Registry Items		X
Safety and Security	X	

Source: Results of OIG data reviewed from FYs 2025-2026 and fieldwork conducted from December 8 to 11, 2025.

For the audit areas where issues were not identified, we performed the following:

- Clearance Times – We analyzed mail processing schedules and data to verify that the plant was meeting the scheduled clearance times. During our visit, we also observed the timely processing of mail. We did not find any systemic issues.
- Delayed Mail – During our observations, we did not identify any systemic issues related to delayed mail. We reviewed the morning mail counts provided by plant personnel, which confirmed our observations.
- Security of Registry Items – 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.

# Finding #1: Late, Canceled, and Extra Outbound Trips

## What We Found

From November 1, 2024, through October 31, 2025, there were a total of 90,419 outbound trips from the Westchester P&DC. Of the total outbound trips, there were 7,805 late trips, 1,026 canceled trips, and 1,837 extra trips<sup>9</sup> at the Westchester P&DC. These trips represent about 11.7 percent of all outbound trips at the facility (see Table 3).

Table 3. Outbound Transportation Metrics

Transportation Metric	Number	Percentage of Total Outbound Trips
Late Trips	7,805	8.6%
Canceled Trips	1,026	1.1%
Extra Trips	1,837	2.0%

Source: SVWeb.

We did not identify systemic issues with canceled and extra outbound trips.

## Why Did It Occur

Late outbound trips occurred primarily because of contract failures and management did not provide sufficient oversight to mitigate these failures. According to management, some contract drivers were not always showing up on time, which resulted in contractor failures.<sup>10</sup> Management acknowledged that it needed to evaluate the contractors’ performance. Management also indicated that it had several discussions with contractors regarding their performance; however, management was unable to provide documentation showing that such events had occurred.

## What Should Have Happened

According to Postal Service policy,<sup>11</sup> management monitors performance of contract drivers by

reviewing and resolving contractors’ performance records when they fail to meet the expectations as outlined in the terms and conditions of the contract.

## Effect on the Postal Service and Its Customers

When there are late trips, there is an increased 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.

### Recommendation #1:

We recommend the **New England Division Director, Logistics**, take actions to address contractor failures at the Westchester Processing and Distribution Center.

### Postal Service Response

The Postal Service generally agreed with this finding and recommendation 1. Management stated that division and local logistics management have a weekly supplier performance call to address contractor deficiencies. In addition, management identified that local logistics management communicates daily about delays and maintains an application, which documents service irregularities by contractors for corrective action and discussion. The target implementation date is May 31, 2026. See [Appendix B](#) for management’s comments in their entirety.

### OIG Evaluation

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

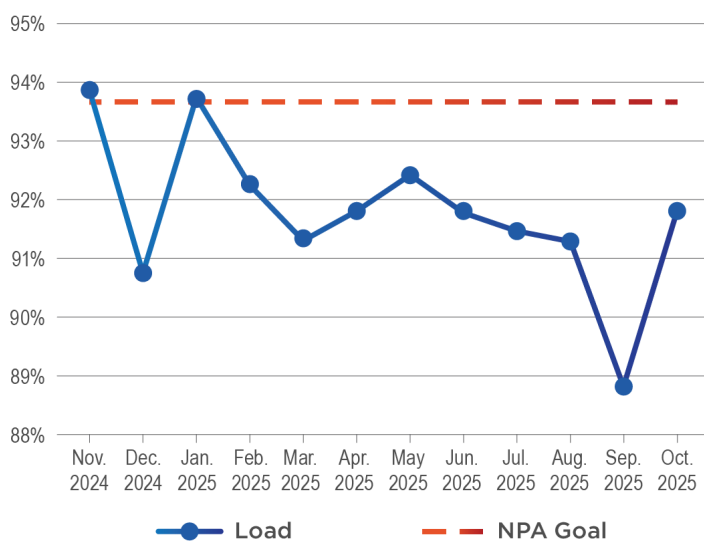
<sup>9</sup> The number of extra trips did not include freight auctions.  
<sup>10</sup> According to management, a no show or a driver’s failure to be at the dock door at least 15 minutes before the scheduled departure time is considered a contract failure.  
<sup>11</sup> *Highway Contract Route Performance Monitoring and Exceptional Service Payment Reconciliation Processes*, PO-531, dated June 2025.

## Finding #2: Scan Compliance

### What We Found

The Westchester P&DC did not consistently meet load scan<sup>12</sup> goals. From November 1, 2024, to October 31, 2025, the average compliance for load scans at the Westchester P&DC was 91.8 percent (see Figure 1). The Postal Service goal for scanning compliance was 93.69 percent in FY 2025.<sup>13</sup>

**Figure 1. Scanning Compliance at the Westchester P&DC**



Source: SVWeb.

### Why Did It Occur

Load scans were not performed consistently, in part due to a lack of oversight by Processing and Logistics management. Management acknowledged that employees did not consistently scan on the docks. Specifically, management stated that it did not have an established process to effectively track which mail containers had been scanned. Additionally, management attributed the low compliance score to the fact that too many placards<sup>14</sup> were printed and assigned; however, the extra placards were not properly canceled.

### What Should Have Happened

Postal Service policies state that employees are required to perform outbound and inbound scans of containers and trailers to ensure 100 percent mail visibility<sup>15</sup> and that management should ensure that employees are scanning containers before loading them onto a trailer.<sup>16</sup>

### Effect on the Postal Service and Its Customers

Low scanning compliance contributes to inaccurate trip utilization 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.

### Management Actions

Management took some corrective action after our site visit. Specifically, management implemented a process to mark mail containers scanned for dispatch and provided documentation that employees in processing operations received training on both the new process and handling excess placards.

#### Recommendation #2:

We recommend the **New England Division Director, Processing Operations**, in coordination with the **New England Division Director, Logistics**, develop and implement a process to verify all mail containers are scanned for dispatch at the Westchester Processing and Distribution Center.

#### Recommendation #3:

We recommend the **New England Division Director, Processing Operations**, verify the appropriate number of placards are printed, and extra placards are canceled at the Westchester Processing and Distribution Center.

<sup>12</sup> Load scans are performed when a container is loaded onto a trailer for dispatch.

<sup>13</sup> As of January 5, 2026, the Postal Service has not published the FY 2026 scanning goals.

<sup>14</sup> A placard is 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.

<sup>15</sup> SV User Scanning SOP, updated November 18, 2025.

<sup>16</sup> Surface Visibility Program Supervisor Booklet, updated October 18, 2023.

### Postal Service Response

The Postal Service generally agreed with this finding and recommendations 2 and 3. Regarding recommendation 2, management stated that it issued stand-up talks and implemented a new process in the facility to ensure that containers are scanned properly for dispatch. In addition, management stated that audits are being conducted, scanning improvements are being tracked, and expeditors have tools to visually verify completed scans on placards. Further, management stated that it will re-issue a service talk on scanning

to supplement the training curriculum for expeditors. The target implementation date is May 31, 2026. Regarding recommendation 3, management stated that it has issued stand-up talks and implemented a process for the retrieval and termination of excess placards. The target implementation date is June 30, 2026.

### OIG Evaluation

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

## Finding #3: Scanner Accountability

### What We Found

At the Westchester P&DC, we identified seven out of 106 (6.6 percent) Surface Visibility (SV)<sup>17</sup> and Postal Vehicle Service (PVS) scanners<sup>18</sup> that had not been used since August 1, 2025, or earlier. We identified scanners that had not been used for more than three months as potentially missing. Management was unable to account for five of these seven scanners during our site visit and confirmed that they were lost.

### Why Did it Occur

The scanner accountability issue was primarily caused by a lack of management oversight. Specifically, management did not follow procedures to verify that all scanners were returned at the end of each tour, to perform standard checks for missing scanners, and to conduct monthly audits of physical scanner inventory.

### What Should Have Happened

Postal Service policy<sup>19</sup> states that facility management is responsible for ensuring that scanners are organized and located in a secure area, and that controls are used to manage device inventory. Postal Service policy<sup>20</sup> also states that if a scanner becomes lost, site management is responsible for retrieving the scanner from the last signed-in user, or to retrieve it if lost to another site.

### Effect on the Postal Service and Its Customers

Lack of controls and oversight of scanner accountability could lead to lost or stolen scanners, which could result in unrecoverable questioned costs.<sup>21</sup> In addition, a lack of scanner accountability could impact scanning compliance. If there are not enough scanners for employees to perform load and unload scans, especially during peak dispatch hours, it could contribute to inaccurate trip utilization data, missent mail, and operational inefficiencies.

### Management Actions

Management took some corrective action after our site visit. Specifically, plant management provided

training to employees on scanner accountability procedures. Management also initiated a process to verify that SV scanners were returned at the end of each tour and to account for missing SV scanners.

#### Recommendation #4:

We recommend the **New England Division Director, Processing Operations**, and the **New England Division Director, Logistics**, take action to retrieve all lost scanners at the Westchester Processing and Distribution Center.

#### Recommendation #5:

We recommend the **New England Division Director, Processing Operations**, and the **New England Division Director, Logistics**, verify that scanner accountability procedures are followed for Postal Vehicle Service and Surface Visibility scanners at the Westchester Processing and Distribution Center.

### Postal Service Response

The Postal Service generally agreed with this finding, recommendations 4 and 5, and the monetary impact. Regarding recommendation 4, management stated that it issued stand-up talks on the cost and potential consequences of unreturned scanners. Management further stated that it is actively seeking lost scanners, and all but one logistics scanner has been retrieved. In addition, management stated that it maintains daily inventory through audits, and it will begin a purge process to locate all missing scanners. The target implementation date is May 31, 2026. Regarding recommendation 5, management stated that it conducts stand-up talks on scanner accountability, emphasizing adherence to the sign-in and sign-out process; conducts spot checks of the process; and completes daily audits to ensure that scanners are appropriately secured in locked cabinets and to monitor for

<sup>17</sup> SV scanners enable facilities to scan trays, tubs, and sacks of mail into containers and onto trailers and to track the mail across the surface network via wi-fi.

<sup>18</sup> PVS scanners enable PVS drivers to scan and track mail across the network via a cellular connection.

<sup>19</sup> *SV Supervisor Booklet*, dated October 18, 2023.

<sup>20</sup> *Surface Visibility Lost Scanner Recovery Quick Reference Guide*, updated May 21, 2025.

<sup>21</sup> Scanners that have not been used in over three months are likely lost or need replacement. We estimated the cost to replace the five lost scanners at the Westchester P&DC to be \$2,875.

compliance. The target implementation date is June 30, 2026.

**OIG Evaluation**

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

## Finding #4: Safety and Security

### What We Found

During our site observations, we observed several safety and security issues. Specifically, we observed the following:

- Twenty-two of 37 trucks and trailers parked at the docks did not have wheel chocks placed next to the tire to prevent them from rolling away (see Figure 2).
- Five drivers did not secure trailer doors with padlocks when departing from the facility.
- Two exit doors were blocked, and one of the doorways that goes up to the roof was propped open (see Figure 3).
- Two concrete columns by the entryways to the docks from the workroom floors were damaged (see Figure 4).

**Figure 2. Examples of Truck and Trailer Without Wheel Chocks**



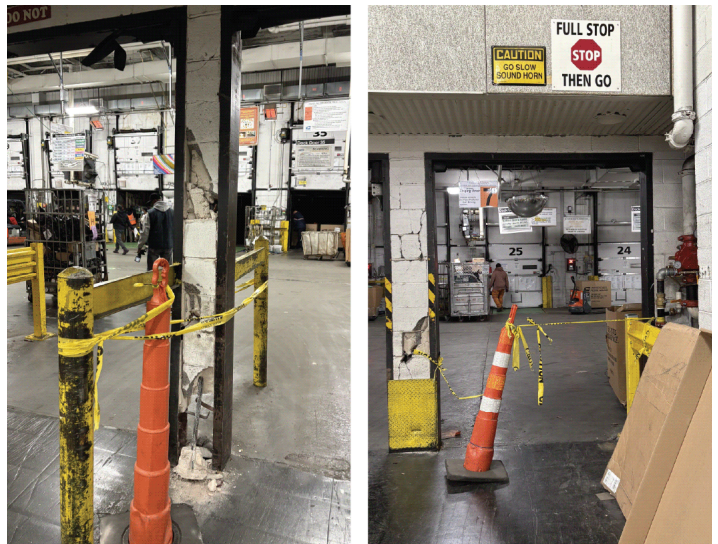
Source: OIG photos taken December 9 and 10, 2025.

**Figure 3. Examples of Blocked and Propped Open Doors**



Source: OIG photos taken December 9 and 11, 2025.

**Figure 4. Damaged Concrete Columns**



Source: OIG photos taken December 9, 2025.

### Why Did It Occur

Employees at the Westchester P&DC did not consistently follow safety and security rules to properly secure trucks and trailers at the docks and keep exit doors free from obstructions. In addition, management did not provide sufficient oversight to ensure that safety and security rules were consistently followed. Specifically, we observed that

supervisors were not verifying that drivers were using available wheel chocks or locks for securing vehicles before departure. Management stated that it did not have enough wheel chocks and would order replacements. Additionally, management was aware of the damaged concrete columns by the entryways and stated that it was awaiting repairs to start after the peak season.

### What Should Have Happened

The Postal Service must preserve the security of the mail and ensure that drivers comply with security policies regarding the transportation of mail in trailers. Postal Service policy<sup>22</sup> states that drivers must prevent trailers from rolling away from docks by using wheel chocks. Postal Service policy<sup>23</sup> also states that all doors to the cargo compartment must be equipped with locks and kept locked while in route.

Additionally, the Occupational Safety and Health Administration (OSHA) requires employers to provide a safe and healthy workplace free of recognized hazards.<sup>24</sup>

### Effect on the Postal Service and Its Customers

When employees do not observe safe working practices and safety rules, there is an increased risk of employee accidents and injuries. Also, when the Postal Service does not preserve and protect the security of the mail in its custody there is an increased risk of unauthorized opening, inspection, reading, tampering, delaying, or committing other unauthorized acts.

### Management Actions

In response to our observations, plant management removed the equipment that was blocking the path to the exit doors during our site visit. Therefore, we will not be making a recommendation regarding the blocked and propped open doors. In addition, management received new wheel chocks and issued safety guidelines, requiring drivers to use wheel chocks and padlocks, on December 17, 2025.

### Recommendation #6:

We recommend the **New England Division Director, Logistics**, verify that all drivers use wheel chocks and padlocks at the Westchester Processing and Distribution Center.

### Recommendation #7:

We recommend the **New England Division Director, Processing Operations**, repair the damaged concrete columns at the Westchester Processing and Distribution Center.

### Postal Service Response

The Postal Service generally agreed with this finding and recommendations 6 and 7. Regarding recommendation 6, management stated that all rubber chocks have been replaced with steel chocks, and daily observations are conducted to validate that trucks and trailers are properly chocked or restrained. In addition, management stated that expeditors received service talks to supplement their current training, and all suppliers are required to carry padlocks when arriving at the facility. Management identified actions that will be taken when drivers do not comply with wheel chock and padlock requirements. The target implementation date is June 30, 2026. Regarding recommendation 7, management stated that it ordered parts to repair the damaged concrete columns and will begin reconstruction of the damaged area when the ordered parts are received. The target implementation date is July 31, 2026.

### OIG Evaluation

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

<sup>22</sup> Handbook EL-803, *Maintenance Employee's Guide to Safety*, Section 1, subsection C, dated July 2020.

<sup>23</sup> Handbook PO-515, *Highway Contractor Safety*, Section 448.2, dated July 2010.

<sup>24</sup> OSHA Act of 1970 and Handbook EL-801, *Supervisor's Safety Handbook*, dated July 2020.

# Appendix A: Additional Information

We conducted this audit from October 2025 through February 2026, 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 January 20, 2026, 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 four components were significant to our audit objective:

- Control Environment
- 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 environment, 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 SVWeb and Ethos<sup>25</sup> 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.

<sup>25</sup> Ethos is a collection of applications that help track deployments, surveys, and other field communications for the deployment of major equipment programs.

# Appendix B: Management's Comments



January 29, 2026

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: *Efficiency of Operations at the Westchester, NY, Processing and Distribution Center.*

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 Westchester, NY, Processing and Distribution Center. (25-152-DRAFT)*

Management generally agrees with the four findings related to late, canceled, and extra trips, scanner compliance, scanner accountability, and safety and security issues.

Finding #1: Late, Canceled, and Extra Trips  
Finding #2: Scan Compliance  
Finding #3: Scanner Accountability  
Finding #4: Safety and Security

Management also agrees with the monetary impact.

Following, are our comments on each of the seven recommendations.

Recommendation 1: We recommend the New England Division Director, Logistics, take actions to address contractor failures at the Westchester Processing and Distribution Center.

Management Response/Action Plan:

Management agrees with this recommendation.

Division and Local Logistics Management has a weekly supplier performance call to address contractor deficiencies. Local Logistics communicates delays daily. Local Logistics maintains STAF daily for corrective actions/discussions.

Target Implementation Date: 05/31/2026

Responsible Official:

New England Division Director, Logistics

Recommendation 2: We recommend the New England Division Director, Processing Operations, in coordination with the New England Division Director, Logistics, develop and implement a process to verify all mail containers are scanned for dispatch at the Westchester Processing and Distribution Center.

Management Response/Action Plan:

Management agrees with this recommendation. Management has issued stand-up talks and implemented a new process in the facility to ensure that containers are scanned and identified as scanned load for dispatch. Audits are conducted by Processing Support and scanning improvements are being tracked. Logistics has issued sharpies to expeditors to visually verify completed scans on placards. Management will also re-issue a service-talk on scanning supplemental to current expeditor training curriculum

Target Implementation Date: 05/31/2026

Responsible Official:

New England Division Director, Processing  
New England Division Director, Logistics

Recommendation 3: We recommend the New England Division Director, Processing Operations, verify the appropriate number of placards are printed, and extra placards are canceled at the Westchester Processing and Distribution Center

Management Response/Action Plan:

Management agrees with this recommendation. Management has issued stand-up talks and implemented a process in which supervisors or delegates retrieve excess placards from each operational area and terminate them. Placards are then turned over to Processing Support to validate the termination is completed.

Target Implementation Date: 06/30/2026

Responsible Official:

New England Division Director, Processing

Recommendation 4: We recommend the New England Division Director, Processing Operations, and the New England Division Director, Logistics, take action to retrieve all lost scanners at the Westchester Processing and Distribution Center.

Management Response/Action Plan:

Management agrees with this recommendation. Management has issued stand-up talks on the cost and potential consequences of unreturned scanners. Management is actively seeking lost scanners and all but one logistics scanner has been retrieved. Current inventory is maintained daily through tour audits. Management will begin a purge process to locate all missing scanners across the entire facility

Target Implementation Date: 05/31/2026

Responsible Official:

New England Division Director, Processing  
New England Division Director, Logistics

Recommendation 5: We recommend the New England Division Director, Processing Operations, and the New England Division Director, Logistics, verify that scanner accountability procedures are followed for Postal Vehicle Service and Surface Visibility scanners at the Westchester Processing and Distribution Center.

Management Response/Action Plan:

Management agrees with this recommendation.

Management conducts stand-up talks on scanner accountability with emphasis on adhering to the sign in/ sign out process. Managers conduct spot checks of the process while Processing Support completes daily audits to ensure scanners are appropriately secured in locked cabinets and to monitor for compliance.

Target Implementation Date: 06/30/2026

Responsible Official:

New England Division Director, Processing  
New England Division Director, Logistics

Recommendation 6: We recommend the New England Division Director, Logistics, verify that all drivers use wheel chocks and padlocks at the Westchester Processing and Distribution Center.

Management Response/Action Plan:

Management agrees with this recommendation.

All rubber chocks have been replaced with steel chocks. Daily Gemba's are being conducted to validate trucks and trailers are properly chocked including trailer restraints. Expeditors have received service talks supplemental to current expeditor training. All suppliers are required to carry padlocks when arriving at the facility. Any findings of HCR/PVS non-compliance with the Padlock/ Chock mandate are issued a 5500 followed by Informal /formal meeting with Westchester Logistics Admin official.

Target Implementation Date: 06/30/2026

Responsible Official:

New England Division Director, Logistics

Recommendation 7: We recommend the New England Division Director, Processing Operations, repair the damaged concrete columns at the Westchester Processing and Distribution Center.

Management Response/Action Plan:

Management agrees with this recommendation.

Management has ordered parts to repair the damaged concrete columns but are still waiting for the entire order. Once this arrives management will begin reconstructing the damaged areas.

Target Implementation Date: 07/31/2026

Responsible Official:

New England Division Director, Processing

E-SIGNED by CHRISTINE.E BRISK  
on 2026-01-29 10:23:25 EST

---

CHRISTINE E. BRISK  
NEW ENGLAND SENIOR DIVISION DIRECTOR,  
PROCESSING OPERATIONS

E-SIGNED by MARY COCKING  
on 2026-01-29 11:53:56 EST

---

MARY COCKING  
NEW ENGLAND DIVISION DIRECTOR, LOGISTICS

*cc: Corporate Audit & Response Management*

# OFFICE OF INSPECTOR GENERAL

UNITED STATES POSTAL SERVICE



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](mailto:press@uspsoig.gov) or call (703) 248-2100