

Yonkers Main Post Office, Yonkers, NY: Delivery Operations

AUDIT REPORT

Report Number 25-153-1-R26 | February 11, 2026



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Transmittal Letter



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

February 11, 2026

MEMORANDUM FOR: ROSELLE L MURRELL
MANAGER, NEW YORK 3 DISTRICT

A handwritten signature in black ink that reads "Monica J. Brym".

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

SUBJECT: Audit Report – Yonkers Main Post Office, Yonkers, NY: Delivery
Operations (Report Number 25-153-1-R26)

This report presents the results of our audit of delivery operations and property conditions at the Yonkers Main Post Office in Yonkers, NY.

We appreciate the cooperation and courtesy provided by your staff. If you have any questions or need additional information, please contact Frank McElligott, 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, Atlantic Area Retail & Delivery Operations
Director, Retail & Post Office Operations Maintenance
Corporate Audit and Response Management

Results

Background

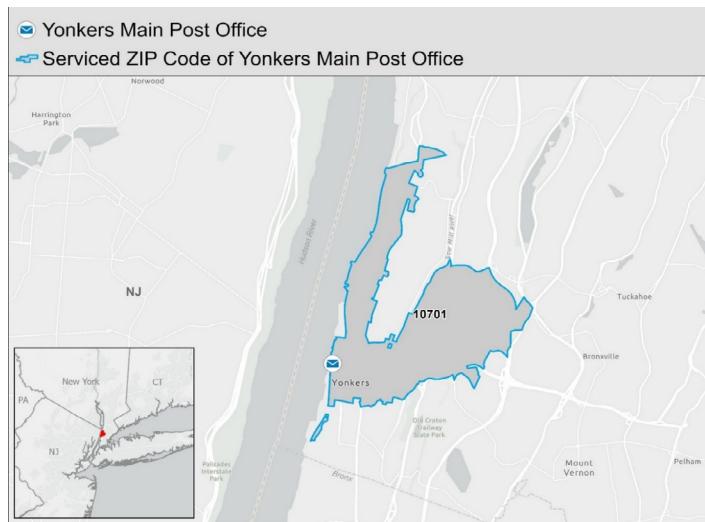
The U.S. Postal Service's mission is to provide timely, reliable, secure, and affordable mail and package delivery to more than 160 million residential and business addresses across the country. The U.S. Postal Service Office of Inspector General (OIG) reviews delivery operations at facilities across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

This interim report presents the results of our self-initiated audit of delivery operations and property conditions at the Yonkers Main Post Office (MPO) in Yonkers, NY (Project Number 25-153-1). The Yonkers MPO is in the New York 3 District of the Atlantic Area and serves about 69,146 people in ZIP Code 10701, which is considered an urban area¹ (see Figure 1). The unit also services ZIP Code 10702 for PO Box routes.

This delivery unit has 32 city routes. From October 18 through November 14, 2025, the delivery unit had one manager and seven supervisors² assigned.³ However, during our site visit, five of the seven supervisors were working at other facilities, and another supervisor was on extended leave. During our site visit, the management team working at the Yonkers MPO consisted of a postmaster, a manager, a relief supervisor, and a supervisor acting on a higher-level role. As of October 31, 2025,⁴ the year-to-date employee availability⁵ rate for the Yonkers MPO was 89 percent, which is under the Postal Service's retail and delivery operations employee availability goal of 93.7 percent for fiscal year 2025.⁶ The Yonkers MPO is one of four delivery units⁷ the OIG reviewed during the week of December 8, 2025, that are serviced by

the Westchester Processing and Distribution Center (P&DC).

Figure 1. ZIP Codes Serviced by the Yonkers MPO



Source: OIG analysis of ZIP Code data.

We assessed all units serviced by the Westchester P&DC based on the number of Customer 360 (C360)⁸ delivery-related inquiries,⁹ stop-the-clock (STC)¹⁰ scans performed away from the delivery point and at the unit, undelivered route information, and Leg 1 and Leg 3 failures¹¹ from June 1 through August 31, 2025.

We judgmentally selected the Yonkers MPO primarily based on the number of C360 inquiries related to delivery, STC scans performed away from the delivery point, and STC scans at the delivery unit. See [Table 1](#) for a comparison of some of these metrics between the unit and the rest of the district.

¹ We obtained ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information.

² Includes one relief supervisor, who was working at the Yonkers MPO during our site visit.

³ Assignments based on 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.

⁴ October 31, 2025, was the last day of Pay Period 23.

⁵ The Postal Service calculates employee availability by dividing straight time hours worked by potential straight time hours. Potential straight time hours generally include actual straight time hours worked, sick leave taken, and leave without pay.

⁶ As of January 8, 2026, the Postal Service has not published the FY 2026 employee availability goals.

⁷ The other three units were the New Rochelle MPO, New Rochelle, NY (Project Number 25-153-2); the Mount Vernon MPO, Mount Vernon, NY (Project Number 25-153-3); and the White Plains MPO, White Plains, NY (Project Number 25-153-4).

⁸ Customer 360 is a cloud-based application that enables Postal Service employees to diagnose, resolve, and track customer inquiries.

⁹ Delivery-related inquiries include a compilation of package inquiry, package pickup, daily mail service, and hold mail inquiries.

¹⁰ An STC scan is 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."

¹¹ Leg 1 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. Leg 3 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 June 1 and August 31, 2025

Delivery Metric	Unit Average per Route	District Average per Route
C360 Delivery Inquiries	10.4	3.2
STC Scans Performed at the Delivery Unit	5.3	2.7
Scans Performed More Than 1,000 Feet From Delivery Point	3.1	2.6

Source: OIG analysis of Postal Service's C360 and Product Tracking and Reporting (PTR) System data extracted September 30, 2025. PTR is the system of record for all delivery status information for mail and packages with trackable services and barcodes.

Note: District average per route based on delivery units with at least 30 carrier routes

Objective, Scope, and Methodology

Our objective was to evaluate mail delivery operations and property conditions at the Yonkers MPO in Yonkers, NY.

To accomplish our objective, we focused on the following audit areas: delayed mail, package scanning, arrow keys,¹² carrier separations and transfers, Voyager card¹³ transactions, property safety and security conditions, and package separations. 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 December 9 –11, 2025, we reviewed mail conditions, package scanning procedures, arrow key security procedures, carrier separation and transfer procedures, Voyager card transactions, property safety and security conditions, and package separation procedures. We also analyzed the scan status of packages at the carrier cases and interviewed unit management and employees. We discussed our observations and conclusions with

management on January 23, 2026, and included its comments, where appropriate (see Table 2).

We are issuing this interim report to provide the Postal Service with timely information regarding conditions we identified at the Yonkers MPO. We will issue a separate capping report¹⁴ that provides the Postal Service with the overall findings and recommendations for all four 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 Yonkers MPO. Specifically, we found issues with five 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	
Voyager Card Transactions		X
Property Conditions	X	
Package Separations		X

Source: Results of our fieldwork during the week of December 8, 2025.

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

- Arrow Keys – We observed the procedures for safeguarding arrow keys and did not identify

¹² Arrow keys are distinctively shaped keys that 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.

¹³ The Postal Service uses credit cards, called Voyager cards, to pay for commercially purchased fuel, oil, and routine maintenance for its vehicles.

¹⁴ The capping report project number is 25-153.

any issues but did identify issues with the management of arrow keys (see [Finding #3](#)).

- Voyager Card Transactions – We analyzed Voyager card premium fuel transactions from May 31, 2025, through November 30, 2025, and identified two premium fuel purchases. We did not identify any recurring systemic issues.
- Package Separations – We observed package separation procedures on December 10, 2025, and determined that the unit was properly separating Priority Mail from non-Priority Mail packages.

Finding #1: Delayed Mail

What We Found

On the morning of December 9, 2025, we identified 4,374 delayed mailpieces at 19 carrier cases including 1,687 mailpieces at the hot case.¹⁵ Specifically, we identified 3,510 letters, 830 flats, and 34 packages.¹⁶ In addition, management did not report this mail as undelivered in the Delivery Condition Visualization

(DCV)¹⁷ system. See Table 3 for the number of pieces for each mail type and 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*,¹⁸ to document undelivered mailpieces.

Table 3. Types of Delayed Mail Identified

Type of Mail	Carrier Cases	Hot Case	Total Count of Delayed Mail
Letters	1,823	1,687	3,510
Flats	830	0	830
Packages	34	0	34
Totals	2,687	1,687	4,374

Source: OIG count of delayed mailpieces identified during our visit on December 9, 2025.

Figure 2. Examples of Delayed Mail in the Carrier Cases



Source: OIG photos taken before carriers arrived on the morning of December 9, 2025.

¹⁵ The hot case is a case designated for final withdrawal of mail as carriers leave the office.

¹⁶ Count of mail included individual piece counts and OIG estimate based on Postal Service conversion factors in Handbook M-32, *Management Operating Data Systems*, Appendix D.

¹⁷ DCV is 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.

¹⁸ PS Form 1571, *Undelivered Mail Report*, lists all mail distributed to the carrier for delivery that was left in the office or returned undelivered.

Why Did It Occur

Management did not provide sufficient oversight of delayed mail to verify that all mail was cleared from the unit. Specifically, the PM supervisor did not follow the redline process¹⁹ by interacting with each carrier as they returned from their routes with undelivered mail or conducting a thorough walkthrough to confirm that carrier cases were cleared of mail. In addition, the supervisor did not enforce the requirement for carriers to complete PS Forms 1571, documenting the reason why the mail could not be delivered. The supervisor stated that the forms were available, but she did not enforce the requirement for carriers to complete the forms. Also, management did not report delayed mail in the DCV system because it was unaware of all the delayed mail in the building and was not following redline process. Management relied on the carriers to report the undelivered mail. In addition, management stated that four new City Carrier Assistants (CCA) substituting for the regular carriers often brought back undelivered mail because they were unfamiliar with the routes, which contributed to delayed mail.

What Should Have Happened

Management should have ensured that all mail was delivered daily. Specifically, management should have conducted an adequate walkthrough of the workroom to verify that all mail was delivered and ensured that the reason for undelivered mail brought back from the street was properly documented on PS Forms 1571. Postal Service policy²⁰ states that all types of First-Class Mail, Priority Mail, and Priority Mail Express are always committed for delivery on the day of receipt. In addition, managers are required²¹ to report all mail in the delivery unit after the carriers have left for their street duties as either delayed or curtailed in DCV. Further, management must update DCV if volumes have changed prior to the end of the business day.

Effect on the Postal Service and Its Customers

When mail is delayed, there is an increased risk of customer dissatisfaction, which may adversely affect the Postal Service brand. In addition, inaccurate reporting of delayed mail in DCV provides management at the local, district, area, and headquarters levels with an inaccurate status of mail delays and can result in improper actions taken to address issues.

Postal Service Response

The Postal Service agreed with this finding. See [Appendix B](#) for management's comments in their entirety.

¹⁹ The redline process is 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.

²⁰ *Committed Mail & Color Code Policy for Marketing Mail* stand-up talk, February 2019.

²¹ *DCV User Guide*, July 2025.

Finding #2: Package Scanning

What We Found

Employees scanned packages improperly and handled packages incorrectly at the delivery unit.

We reviewed package scanning data for scans that occurred at the unit and removed any potentially accurate scans performed.²² In total, employees improperly scanned 127 packages at the delivery unit between August and October 2025 (see Table 4). Further analysis of the STC scan data for these packages showed that 61.4 percent of them were scanned "Delivered."

Table 4. STC Scans at Delivery Unit

STC Scan Type	Count	Percent
Delivered	78	61.4
No Authorized Recipient	18	14.2
No Secure Location Available	15	11.8
Delivery Attempted - No Access to Delivery Location	11	8.7
Receptacle Full / Item Oversized	4	3.1
Return To Sender	1	0.8
Total	127	100

Source: OIG analysis of PTR System data.

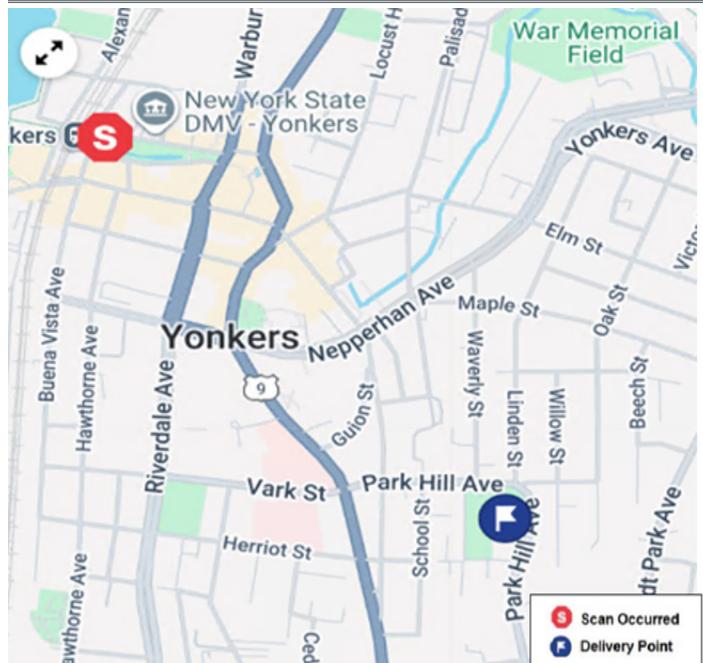
We also found issues with scanning and handling of packages in the unit. On the morning of December 9, 2025, before carriers arrived for the day, we judgmentally selected 30 packages from the carrier cases to review and analyze scanning and tracking history. Of the 30 packages sampled, 13 (43.3 percent) had improper scans or handling issues, including:

- Seven packages were scanned "Delivered," which should only be performed when a package is successfully left at the customer's delivery address. In addition, one package was held at the

carrier case for 64 days, since October 6, 2025, but the customer did not have a hold request on file.

- Three packages were scanned "Return to Post Office for Address Verification" and two were scanned between 2.2 and 2.9 miles away from the delivery location. Scans should be made as close to the delivery point as possible.
- Two packages were scanned "Delivery Attempted - No Access to Delivery Location." One package was scanned 6.6 miles away from the delivery point (see Figure 3); however, scans should be made as close to the delivery point as possible. The second package was scanned 24 days earlier, on November 15, 2025, and should have been returned to the sender.
- One package was missing an "Arrival-at-Unit" (AAU) scan, which is necessary to provide complete visibility.

Figure 3. Scan Away From the Delivery Point in Yonkers, New York



Source: Postal Service Single Package Look Up.

²² This data does not include scans that could properly be made at a delivery unit, such as "Delivered - PO Box" and "Customer (Vacation) Hold." Additionally, PO Box scans at the unit were only counted when the delivery point was an address away from the unit. This category does not include mail addressed for a PO Box.

Why Did It Occur

These issues occurred because unit management did not adequately monitor and enforce proper package scanning and handling procedures. In addition, carriers improperly scanned packages in the unit as "Delivered" because they were instructed to do so before handing the packages to the Caller Service²³ clerk for customer pickup. The supervisor stated that she monitors scan performance daily; however, she had been working at this unit for only three weeks.

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,²⁴ which includes scanning packages at the time and location of delivery.²⁵

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.

²³ A Caller Service provides optional delivery services to customers willing to pay a fee, such as those with large volumes of mail.

²⁴ *Delivery Done Right the First Time* stand-up talk, March 2020.

²⁵ *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. On the morning of December 10, 2025, we reviewed the unit's arrow key certification list²⁶ in the Retail and Delivery Applications and Reports (RADAR)²⁷ system and conducted a physical inventory of keys at the unit. Unit management reported 51 keys in RADAR as "In-Use," "Damaged," or "In-Vault." Based on our physical review of arrow keys at the unit, 21 of the 51 keys were missing, and an additional 17 keys found at the unit were not recorded in RADAR. In addition, unit management did not record any of the 21 missing keys in RADAR as "Lost" and did not report the missing keys to the U.S. Postal Inspection Service.

Why Did It Occur

Management did not provide sufficient oversight to properly manage arrow keys and keep an accurate inventory of all the keys. Unit management explained that it assigned an employee who reconciled and managed the arrow key inventory at the unit, but that employee no longer worked there. After the employee's departure, management did not designate a clerk or supervisor to verify that all keys are accounted for daily and manage the arrow keys. The postmaster was not aware of the missing or extra keys because she relied on unit supervisors to complete the inventory and the certification. The supervisor who certified the arrow key list in RADAR did so without properly reconciling it to the physical keys on hand.

What Should Have Happened

Management should have verified that arrow key management procedures were properly followed. According to Postal Service policy,²⁸ management must keep an accurate inventory of all arrow keys. Any missing keys must be immediately reported to the Postal Inspection Service. A supervisor or clerk must supervise employees signing out keys on the inventory log. Upon return, arrow keys should be

deposited in a secure location, and a supervisor or clerk must verify that all keys have been returned and accounted for daily.

Effect on the Postal Service and Its Customers

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

Postal Service Response

The Postal Service agreed with this finding.

²⁶ We used the most recent arrow key certification list in RADAR, dated December 6, 2025.

²⁷ The arrow key certification in RADAR provides a national platform for all facilities to verify current inventory and account for all arrow keys.

²⁸ Standard Work Instruction: U.S. Postal Service Arrow Key Guidebook, dated March 2025.

Finding #4: Carrier Separations and Transfers

What We Found

We determined that one of the 34 carriers assigned to the unit had not reported to work since her entry of duty date of June 28, 2025. Further, this carrier was not on approved leave, and the removal process had not been initiated.

Why Did It Occur

Unit management acknowledged that it was an oversight to have left the employee on the employee rolls. The postmaster stated that the removal process would commence immediately.

What Should Have Happened

Postal Service management must process timely separations to properly reflect employee status and to maximize the office's employee complement.²⁹

Effect on the Postal Service and Its Customers

When inactive employees are not removed from the employee payrolls, replacements are unable to be hired.

Postal Service Response

The Postal Service agreed with this finding.

²⁹ RADAR, *On the Roles Not Available*, Report Notes.

Finding #5: Property Conditions

What We Found

We found safety and security issues related to property conditions at the Yonkers MPO.

Property Safety

- Seven fire extinguishers were missing annual or monthly inspections. All seven fire extinguishers had no label to identify annual inspection dates;

unit management acknowledged that the annual inspections had not been performed. One of the seven fire extinguishers was missing a monthly inspection and was last inspected in April 2025.

- There were two blocked electrical panels in the workroom area (see Figure 4).

Figure 4. Blocked Electrical Panels in Workroom Area



Source: OIG photos taken on December 10, 2025.

Property Security

- There was no sign posted when entering the employee parking area stating that vehicles may be subject to search.

Why Did It Occur

Management did not provide sufficient oversight to ensure that the fire extinguishers were inspected and electrical panels were accessible. According to management, it was not aware that the fire

extinguishers were not inspected and that the electrical panels were blocked. In addition, unit management was not aware of the requirement to have "vehicles subject to search" signage posted in the employee parking lot.

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.³⁰ According to policy,³¹ the Postal Service is required to provide signage that vehicles may be subject to search.

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 customer experience and the Postal Service brand. In addition, proper signage in the employee parking lot could reduce the risk of employee theft and associated costs.

Postal Service Response

The Postal Service agreed with this finding.

³⁰ Postal Service Handbook EL-801, *Supervisor's Safety Handbook*, July 2020.

³¹ Handbook RE-5, *Building and Site Requirements*, Site Security, 2-2.4 - Site Signage, September 2009..

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.

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

- Control Activities
- Information and Communication
- Monitoring

We developed audit work to ensure that we assessed these controls. Based on the work performed, we identified internal control deficiencies related to control activities, information and communication, and monitoring 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 Mount Vernon, New Rochelle, White Plains, and the Yonkers MPOs, as well as the district.

We assessed the reliability of PTR, DCV, and the Web Complement Information 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.

Appendix B: Management's Comments



January 26, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: Yonkers Main Post Office, Yonkers, NY: Delivery Operations (Report Number 25-153-1-DRAFT)

Thank you for providing the Postal Service with an opportunity to review and comment on the findings contained in the draft audit report, *Yonkers Main Post Office, Yonkers, NY: Delivery Operations*

Management generally agrees with the five findings in the report on delayed mail, package scanning, arrow keys, carrier separation and transfers, and property conditions.

Management has begun taking steps to address the five 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.

Carrier Separations and Transfers: Management has submitted PS Form 2574 *Resignation/Transfer from the Postal Service form to NY 3 Local Services to begin the separation process of the employee that was still on the roles at the time of the audit.*

Property Conditions: Management has abated one safety issue and is working to abate the other safety and security issues found during the audit, which requires the submission of workorders for assistance from other resources.

E-SIGNED by ROSELLE.L MURRELL
on 2026-01-26 13:43:11 EST

Roselle L. Murrell
District Manager, New York 3 District

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

OFFICE OF INSPECTOR GENERAL UNITED STATES POSTAL SERVICE



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