Roseburg Main Post Office, Roseburg, OR: Delivery Operations

AUDIT REPORT

Report Number 26-103-2-R26 | August 18, 2026

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Transmittal Letter

OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

August 18, 2026

MEMORANDUM FOR: ERIC GILBERT
MANAGER, IDAHO-MONTANA-OREGON DISTRICT

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

SUBJECT: Audit Report – Roseburg Main Post Office, Roseburg, OR: Delivery Operations (Report Number 26-103-2-R26)

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

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, WestPac Area Retail & Delivery Operations
Director, Retail & Post Office Operations Maintenance
Corporate Audit and Response Management

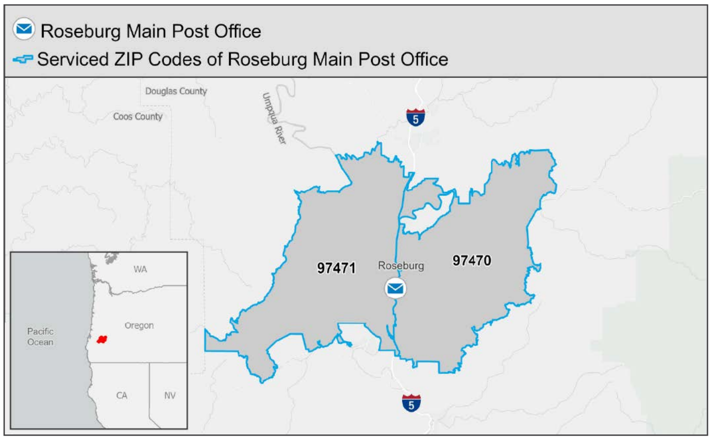
Results

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 Roseburg Main Post Office (MPO) in Roseburg, OR (Project Number 26-103-2). The Roseburg MPO is in the Idaho-Montana-Oregon (ID-MT-OR) District of the WestPac Area and serves about 51,134 people in ZIP Codes 97470 and 97471, which are considered a predominantly urban area (see Figure 1). Specifically, 35,984 (70 percent) live in urban communities and 15,150 (30 percent) live in rural communities.[1]

Figure 1. ZIP Codes Serviced by the Roseburg MPO



Source: OIG analysis of ZIP Code data.

This delivery unit has 25 city routes, 14 rural routes, and two highway contract routes. From May 2 through May 29, 2026, the delivery unit had three supervisors assigned.[2] As of May 31, 2026, the year-to-date employee availability[3] rate for the Roseburg MPO was 96 percent, which is more than the Postal Service's retail and delivery operations employee availability goal of 93.95 percent for fiscal year 2026. The Roseburg MPO is one of three delivery units[4] the OIG reviewed during the week of June 22, 2026, that are serviced by the Eugene Local Processing Center (LPC).

We assessed all units serviced by the Eugene LPC based on the number of Customer 360 (C360)[5] delivery-related inquiries,[6] stop-the-clock (STC)[7] scans performed away from the delivery point and at the unit, undelivered route information, and Leg 1 and Leg 3 failures[8] between February 1 and April 30, 2026.

We judgmentally selected the Roseburg MPO primarily based on the number of STC scans performed away from the delivery point and Leg 1 failures. 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 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.
3 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.
4 The other two units were the River Road Station, Eugene, OR (Project Number 26-103-1) and the Southside Station, Eugene, OR (Project Number 26-103-3).
5 Customer 360 is a cloud-based application that enables Postal Service employees to diagnose, resolve, and track customer inquiries.
6 Delivery-related inquiries include a compilation of package inquiry, package pickup, daily mail service, and hold mail inquiries.
7 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."
8 Leg 1 failures occur when there is a delay from the time a mailpiece was collected to the initial processing. Leg 3 failures occur after the mailpiece has been processed at the final processing facility on a final processing operation and is not delivered to the customer on the day it was intended.

Table 1. Delivery Metric Comparison from February 1 through April 30, 2026

Delivery Metric	Unit	District
STC Scans at the Unit (average per route)	31.7	27.0
Leg 1 Failures (percent of sampled pieces)	2.7	2.5

Source: OIG analysis of Postal Service's C360 and Product Tracking and Reporting (PTR) System data extracted May 28, 2026. Informed Visibility provides service performance measurement and diagnostics of market-dominant products, mail inventory, and predictive workloads of all mail. PTR is the system of record for all delivery status information for mail and packages with trackable services and barcodes.

Objective, Scope, and Methodology

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

To accomplish our objective, we combined preliminary data analyses with an on-site inspection performed June 23 through June 25, 2026. Prior to the visit, we analyzed staffing levels, mail arrival times, package scanning performance, reported mail delays and arrow key[9] inventories, Voyager card[10] exceptions, and property safety and security issues. While on-site, we reviewed operational compliance focusing on mail conditions, package scanning procedures, arrow key accountability, carrier separation and transfer documentation, Voyager card exception justification, property safety and security conditions, and package separation procedures. We discussed our observations and conclusions with management on August 3, 2026, and included its comments, where appropriate.

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

Results Summary

We identified issues affecting delivery operations and property conditions at the Roseburg MPO. Specifically, we found issues with six 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 June 22, 2026.

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

- Carrier Separations and Transfers – We analyzed employee data from April 18 through May 29, 2026. All carriers assigned to the unit either reported to work or were accounted for by management during this time, indicating no issues with employee separations and transfers.
- Arrow Keys – We observed the procedures for safeguarding arrow keys and did not identify any issues but did identify issues with the management of arrow keys (see Finding #3).

9 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.
10 The U.S. Postal Service uses credit cards, called Voyager cards, to pay for commercially purchased fuel, oil, and routine maintenance for its vehicles.
11 The capping report project number is 26-103.

Finding #1: Delayed Mail

What We Found

On the morning of June 23, 2026, we identified 12,406 delayed mailpieces at 17 out of 41 carrier cases, on the workroom floor, and on the loading dock. Specifically, we identified 10,853 letters, 515 flats, and 1,038 packages.[12] In addition, management did not accurately report this mail as undelivered in the Delivery Condition Visualization (DCV)[13] system. Management reported only 4,034 delayed mailpieces in the DCV system, which was 33 percent of the delayed mail we identified at the unit. See Table 3 for the number of pieces for each mail type and Figures 2 and 3 for examples of delayed mail found at carrier cases and on the loading dock. Further, the carriers did not complete Postal Service (PS) Forms 1571, *Undelivered Mail Report*,[14] to document undelivered mailpieces.

Table 3. Types of Delayed Mail Identified

Type of Mail	Carrier Cases	Workroom Floor	Loading Dock	Total Count of Delayed Mail
Letters	9,653	1,200	0	10,853
Flats	515	0	0	515
Packages	338	0	700	1,038
Totals	**10,506**	**1,200**	**700**	**12,406**

Source: OIG count of delayed mailpieces identified during our visit on June 23, 2026.

Figure 2. Examples of Delayed Mail in Carrier Cases

Source: OIG photos taken before carriers arrived on the morning of June 23, 2026.

Figure 3. Examples of Delayed Packages on the Loading Dock

Source: OIG photos taken before carriers arrived on the morning of June 23, 2026.

12 OIG estimate based on Postal Service conversion factors in Handbook M-32, *Management Operating Data Systems,* Appendix D.
13 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.
14 PS Form 1571, *Undelivered Mail Report,* lists all mail distributed to the carrier for delivery that was left in the office or returned undelivered.

Why Did It Occur

Management did not provide sufficient oversight to verify that all mail was cleared from the unit, conduct or enforce the redline process,[15] or properly report any delayed mail. The PM supervisor did not conduct an adequate walkthrough to check that carrier cases, the workroom floor, and the loading dock, were clear of mail. The lack of walkthrough led to inaccurate reporting of delayed mail in the DCV system because the supervisor did not see all the delayed mail. Although the postmaster stated that carriers had been instructed on the redline process, the unit did not have a designated redline area for carriers to return the undelivered mail. Also, management did not ensure that the carriers completed PS Form 1571, documenting the reason why mail could not be delivered. The postmaster believed that reporting delayed mail in the DCV system was sufficient and that a PS Form 1571 was unnecessary.

In addition, the postmaster stated that the office averages five unscheduled absences each day which, coupled with medical restrictions affecting 16 carriers, limited the unit's ability to complete mail delivery. Specifically, the unit had four carriers call off on Monday the week we visited. However, management did not take any action to correct the unit's attendance issues.

What Should Have Happened

Management should have ensured that all mail was delivered daily. Postal Service policy[16] 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 required[17] to report all mail in the delivery unit after the carriers have left for their street duties as either delayed or curtailed in the DCV system. Further, management must update the DCV system if volumes have changed prior to the end of the business day. Further, policy[18] states that delivery units must follow the redline process, which includes carriers completing a PS Form 1571 for any undelivered mail brought back to the delivery unit.

Effect on the Postal Service and Its Customers

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

Postal Service Response

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

15 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 and completed PS Form 1571 and that no mail is taken back to the carrier case.
16 *Committed Mail & Color Code Policy for Marketing Mail* stand-up talk, February 2019.
17 *DCV User Guide*, October 2025.
18 *Redline Policy Standard Operating Procedures*.

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.[19] In total, employees improperly scanned 2,172 packages at the delivery unit between March 1 and May 31, 2026 (see Table 4). Further analysis of the STC scan data for these packages showed that 59.9 percent of them were scanned "Receptacle Full / Item Oversized."

Table 4. STC Scans at Delivery Unit

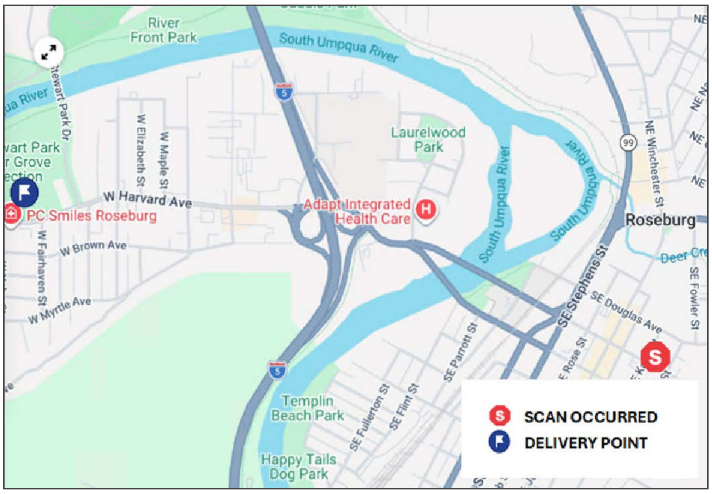
STC Scan Type	Count	Percent
Receptacle Full / Item Oversized	1300	59.9
No Secure Location Available	430	19.8
Delivered	330	15.2
Return to Sender	55	2.5
Delivery Attempted – No Access to Delivery Location	42	1.9
No Authorized Recipient	14	0.6
Refused	1	0.0
Total	**2,172**	***100**

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

On the morning of June 23, 2026, before carriers arrived for the day, we selected all 29 packages from the carrier cases to review and analyze scanning and tracking history. Of the 29 packages, 13 (44.8 percent) had improper scans or handling issues, including:

- Six packages were scanned "Delivered," which should only be performed when a package is successfully left at the customer's delivery address.
- Four packages scanned "Delivery Attempted – No Access to Delivery Location," were scanned between 0.8 and 1.5 miles (see Figure 4) away from the delivery point. Scans should be made as close to the delivery point as possible.
- Two packages were missing a scan on the expected day of delivery to let the customer know the status of the package.
- One package was scanned "Receptacle Full / Item Oversized" but had a hold notice indicating the package should have been scanned "Held at Post Office at Customer Request."

Figure 4. Scan Away From the Delivery Point in Roseburg, OR



Source: Postal Service Single Package Look Up.

Why Did It Occur

These scanning issues occurred because unit management did not adequately monitor and enforce proper package scanning and handling procedures. The receptacle full/item oversized scans were the result of carriers scanning oversized packages in the office instead of attempting delivery. The postmaster stated that he was aware that the carriers were scanning such packages in the office because he authorized them to do so but was not aware that this practice was an issue.

What Should Have Happened

Management should have monitored scan performance daily and enforced compliance. The Postal Service's goal is to ensure proper delivery

19 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.

attempts for mailpieces to the correct address,[20] which includes scanning packages at the time and location of delivery.[21]

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.

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

Finding #3: Arrow Keys

What We Found

Unit management did not properly maintain the arrow key inventory. Specifically, on the mornings of June 24 and June 25, 2026, we reviewed the unit's arrow key certification list in the Retail and Delivery Applications and Reports (RADAR)[22] system and conducted a physical inventory of keys at the unit. Unit management reported 55 keys in RADAR as "In-Use" or "In-Vault". Based on our physical review of arrow keys at the unit, one of the 55 keys was missing, and management had not reported the key to the U.S. Postal Inspection Service. Additionally, we found five extra arrow keys stored in a separate box within the vault that were recorded in RADAR as "Returned" in June 2025.

Although all arrow keys were kept secure, the daily log was not properly updated. We found that carriers were signing the daily log to acknowledge their receipt of keys in the morning but were not signing to acknowledge the return of their assigned keys.

Why Did It Occur

Management did not provide sufficient oversight to properly manage and keep an accurate inventory of all the arrow keys. In addition, management did not know the proper procedures for reporting missing keys to the U.S. Postal Inspection Service. Specifically, the certifying supervisor was unfamiliar with the process for reporting missing keys. Although management reportedly made an immediate attempt to locate the missing key when it was discovered missing in May 2026, the key remained unaccounted for more than a month later. Further, although RADAR was updated to reflect the lost key on June 22, 2026, the postmaster did not follow up to verify that the missing key was reported to the Inspection Service. The postmaster had instructed an acting supervisor to report the lost key; however, there was no record available that the key had been reported lost to the Inspection Service.

The five extra keys remained at the unit because the previous postmaster who certified these keys in RADAR as "Returned" in June 2025 did not send the keys back to the Postal Service's National Materials Customer Service (NMCS), as required. The current postmaster was unaware that these keys were in the vault and did not account for them during monthly certifications. According to the postmaster, there was a miscommunication between prior and current management regarding responsibility for handling and returning keys.

In addition, management did not supervise employees signing out keys on the inventory log. The unit clerk stated that carriers did not always provide a signature when returning keys upon completion of duties because they wanted to leave promptly.

What Should Have Happened

Management should have verified that arrow key security procedures were properly followed. According to Postal Service policy,[23] management must keep an accurate inventory of all arrow keys. Any missing keys must be immediately reported to the U.S. Postal Inspection Service. Also, Postal Service policy[24] states that broken, unusable, or excess arrow keys are required to be returned to the NMCS using priority mail with signature confirmation for security purposes. In addition, policy states[25] that a supervisor or clerk must supervise employees signing out keys on the inventory log.

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.

22 The arrow key certification in RADAR provides a national platform for all facilities to verify current inventory and account for all arrow keys.
23 *Standard Work Instruction: U.S. Postal Service Arrow Key Guidebook,* dated March 2025.
24 *Helping Hand #23, Security Lock and Key Return Program*, updated July 2025.
25 *Standard Work Instruction: U.S. Postal Service Arrow Key Guidebook*, dated March 2025.

Finding #4: Voyager Card Transactions

What We Found

Unit management did not always properly reconcile Voyager card premium fuel transactions. Specifically, we reviewed the Fuel Asset Management System (FAMS) reconciliation exception report for premium fuel purchases, which are considered high-risk transactions, from December 1, 2025, through May 28, 2026, and identified 29 unauthorized premium fuel transactions valued at $1,255. Although the transaction exceptions were marked as reconciled and comments stated that corrective action was taken, 26 of the 29 (90 percent) transactions were repeatedly made by the same four individuals.

According to unit management, these purchases were questionable charges that occurred at a gas station that was improperly coding premium fuel for regular unleaded fuel transactions. We reviewed a sample of receipts from that gas station and confirmed that the purchases were identified as regular unleaded fuel. Prior to our visit, the supervisor responsible for reviewing the transactions identified that fuel purchased at this gas station was incorrectly identified in FAMS as a transaction for premium fuel and instructed the carriers to no longer use this location for fuel purchases. However, the supervisor did not dispute any of these transactions in FAMS.

Why Did It Occur

Management did review high-risk fuel transactions but did not properly dispute questionable premium fuel transactions. The supervisor responsible for reviewing the transactions stated that she had never disputed a Voyager transaction and did not know how to do so. She also believed that directing carriers to stop using the gas station was sufficient corrective action to prevent future unauthorized premium fuel transactions.

What Should Have Happened

According to Postal Service policy,[26] all high-risk transactions must be fully reconciled with a comment that explains the reason for the transaction. Postal Service policy[27] states that Site Managers must dispute questionable charges within 30 days from when the charge first appears.

Effect on the Postal Service and Its Customers

When premium fuel transactions are not properly reviewed and documented, there is an increased risk that the Postal Service may pay higher prices for questionable and unnecessary purchases. In addition, if questionable transactions are not disputed, the Postal Service will lose money from unauthorized purchases.

Postal Service Response

The Postal Service agreed with this finding.

26 *FAMS User Guide*, Reconciliation by Exception Process, March 5, 2013.
27 *Voyager Fleet Card Standard Operating Procedure (SOP)*, Section 5.1 Disputes, October 2023.

Finding #5: Property Conditions

What We Found

We found safety issues related to property conditions at the Roseburg MPO.

Property Safety:

- Manual fire alarm pull stations were not present or installed within the building and there was no system of notification[28] to alert unit personnel or customers in the event of a fire emergency.
- One of the six fire extinguishers was missing a monthly inspection and two of the six fire extinguishers were missing the annual inspection tags. Therefore, we could not determine if annual inspections had been conducted. Also, one fire extinguisher was not properly mounted.
- Four egress exits and aisles were blocked: an emergency exit door and the back aisle by the PO boxes were blocked by Postal Service equipment and two swinging dock entry doors were secured by a chain and blocked by equipment[29] (see Figure 5).
- A Postal Inspection Service door was blocked.

Figure 5. Two Blocked Swinging Dock Entry Doors

Source: OIG photo taken on June 24, 2026.

Why Did It Occur

Management did not provide sufficient oversight of personnel responsible for fire extinguisher inspections or verify that property safety condition issues were corrected. Specifically, the postmaster stated that they were not aware that the fire extinguishers had not been inspected or that the fire extinguisher inspection tags were missing, due to competing duties. Additionally, the postmaster stated that the unit is an older building and that he believed it may have been exempt from having a manual fire alarm pull station requirement when originally constructed; he relied on the existing PA system as the means of emergency notification. Although the postmaster was aware that the PA system became inoperable to notify customers and employees in the event of a fire emergency, he did not identify an alternate alert method or report the issue. Lastly, management acknowledged that limited space in the unit was a known issue and the cause for blocked exits and aisles.

What Should Have Happened

Management should have provided sufficient oversight of personnel responsible for maintaining facilities, reported safety issues as they arose, and followed up for completion. The Postal Service requires management to maintain a safe environment for employees and customers.[30] In addition, according to policy,[31] secured doors on an exit route must be readily openable from the egress side during an emergency.

Effect on the Postal Service and Its Customers

Management's attention to safety deficiencies can reduce the risk of injuries to employees and customers; reduce related costs, such as workers' compensation claims, lawsuits, and penalties; and enhance the customer experience and Postal Service brand. In addition, proper signage in the employee parking lot could reduce the risk of employee theft and associated costs.

28 A working public address system (known as a PA system), blow horns, or any other form of audio and visual notifications were not available at the unit.
29 According to the postmaster, the door has allegedly been chained for more than 20 years.
30 Postal Service Handbook EL-801, *Supervisor's Safety Handbook*, July 2020.
31 Postal Service Handbook EL-801, *Supervisor's Safety Handbook*, July 2020.

Management Action

On June 25, 2026, the day after we discovered this issue, we notified Postal Service headquarters senior management about the lack of a fire alarm system, in accordance with the OIG's safety and security escalation protocol for reportable facility conditions. Management subsequently put in place a system of notification to alert unit personnel and customers in the event of a fire emergency. Specifically, management installed dog horns in place of a fire alarm in two different locations on the workroom floor on July 1, 2026.

Postal Service Response

The Postal Service agreed with this finding.

Finding #6: Separation of Packages for Dispatch

What We Found

Employees at the Roseburg MPO did not properly separate packages destined for the Eugene LPC. Specifically, on June 24, 2026, during the unit's morning and evening operations, we observed that Ground Advantage[32] and Priority Mail[33] packages were commingled in the same containers.

Why Did It Occur

Management did not verify that employees properly separated packages for dispatch to the Eugene LPC. Management was unaware of the requirement to separate Priority Mail from non-Priority Mail packages and the dispatch clerk did not have access to the correct placards used to separate the mail into designated containers.

What Should Have Happened

The Postal Service requires all level 22 units and above to separate Priority Mail from non-Priority Mail packages and use a specific placard when dispatching to the processing facility.[34]

Effect on the Postal Service and Its Customers

Proper mail preparation is required for visibility throughout the Postal Service network. When mail is not properly separated for dispatch to the processing facility, in accordance with procedures, there is an increased likelihood that mail will require additional processing steps. Furthermore, this can result in delays and service failures and an increased risk of customer dissatisfaction, which may adversely affect the Postal Service brand.

Postal Service Response

The Postal Service agreed with this finding.

32 Ground Advantage is a service offered to send packages for delivery inside the U.S. in 2-5 business days.
33 Priority Mail is an expedited service that may contain any mailable matter weighing no more than 70 pounds.
34 *Learn and Grow RDC/RSC Updates*, May 2024.

Appendix A: Additional Information

We conducted this audit from June through August 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 River Road Station, Roseburg MPO, and Southside Station, as well as the district.

We assessed the reliability of PTR, DCV, and FAMS 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

UNITED STATES POSTAL SERVICE

August 5, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: Roseburg Main Post Office, Roseburg, OR: Delivery Operations (Report Number 26-103-2-DRAFT)

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

Management generally agrees with the six findings related to delayed mail, package scanning, arrow keys, Voyager card transactions, property conditions and package separation.

Management has begun taking steps to address the six 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.

Voyager Card Transactions: Management will provide a service talk on guidelines for the purchase of unleaded fuel for Postal Service vehicles. In addition, management will reiterate the responsibility of the site manager to ensure driver receipts, and "high-risk" transactions are reconciled within Fuel Asset Management System (FAMS).

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

Separation of Packages for Dispatch: Management will provide service talks to reinforce package separation practices to ensure Priority Mail is not comingled with non-priority mail. Reviews will be conducted to monitor for compliance.

E-SIGNED by ERIC.D GILBERT
on 2026-08-06 11:42:05 EDT

Eric D. Gilbert
District Manager, ID-MT-OR District

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

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

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