# Brockton Sorting and Delivery Center, Brockton, MA: Delivery Operations

## AUDIT REPORT

Report Number 26-120-1-R27 | November 10, 2026



# Table of Contents


**Cover**
**Transmittal Letter** ..... 1
**Results** ..... 2
- Background ..... 2
- Objective, Scope, and Methodology ..... 3
- Results Summary ..... 4
- Finding #1: Delayed Mail ..... 5
  - Postal Service Response ..... 6
- Finding #2: Package Scanning ..... 7
  - Postal Service Response ..... 8
- Finding #3: Arrow Keys ..... 9
  - Postal Service Response ..... 9
- Finding #4: Property Conditions ..... 10
  - Postal Service Response ..... 11

**Appendix A: Additional Information** ..... 12
**Appendix B: Management's Comments** ..... 13
**Contact Information** ..... 14

# Transmittal Letter

OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

November 10, 2026

**MEMORANDUM FOR:** CARISSA ANN SHEA
MANAGER, MASSACHUSETTS-RHODE ISLAND DISTRICT



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

**SUBJECT:** Audit Report – Brockton Sorting and Delivery Center, Brockton, MA: Delivery Operations (Report Number 26-120-1-R27)

This report presents the results of our audit of delivery operations and property conditions at the Brockton Sorting and Delivery Center, Brockton, MA.

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 Retail and Delivery Officer and Executive Vice President
Chief Solutions and Strategy Officer and Executive Vice President
Vice President, Network Solutions and Performance Excellence
Vice President, Delivery Operations
Vice President, Retail and Post Office Operations
Vice President, Atlantic Area Retail and Delivery Operations
Director, Retail and Post Office Operations Maintenance
Corporate Audit and Response Management

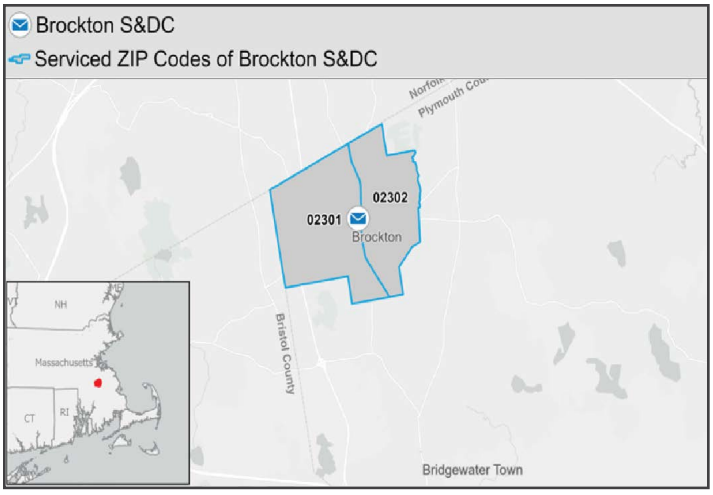
# Results

## Background

The Postal Service's mission is to bind the nation together by providing prompt, reliable, efficient, and universal mail and package delivery to more than 167 million residential and business addresses across the country six days a week. To achieve this mission, the Postal Service developed the *Delivering for America* plan,[1] which outlines how it will transform from a financially strained, operationally outdated institution to a more modern, efficient, and sustainable national service provider. The plan addresses organizational inefficiencies, advances cost-reduction and revenue-growth initiatives, and innovates retail centers and services. 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 audit of delivery operations and property conditions at the Brockton Sorting and Delivery Center (S&DC) in Brockton, MA (Project Number 26-120-1). We selected the Boston area based on a March 25, 2026, congressional request from U.S. senators and representatives from Massachusetts to conduct an audit of statewide postal operations and address mail delivery delays in the greater Boston area.[2] The Brockton S&DC is in the Massachusetts-Rhode Island (MA-RI) District of the Atlantic Area and serves about 105,634 people in ZIP Codes 02301 and 02302,[3] which is considered an urban area (see Figure 1).[4]

**Figure 1. ZIP Codes Serviced by the Brockton S&DC**




Source: OIG analysis of ZIP Code data.

We assessed all units in the MA-RI District units 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 April 1 and July 16, 2026.

We judgmentally selected the Brockton S&DC primarily based on the number of C360 inquiries related to delivery, STC scans at the delivery unit, and Leg 3 failures. The unit also had two undelivered routes. See Table 1 for a comparison of some of these metrics between the unit and the rest of the district.

1 *Delivering for America: Our Vision and Ten-Year Plan to Achieve Financial Sustainability and Service Excellence,* issued on March 23, 2021, and *Delivering for America: Fulfilling the Promise*, issued on September 30, 2024.
2 March 25, 2026, letter to Inspector General Tammy Hull from Senators Edward Markey and Elizabeth Warren and Representatives James McGovern, Stephen Lynch, Katherine Clark, Ayanna Pressley, and Jake Auchincloss expressing concerns with mail delays and post office closures in the greater Boston area. The letter noted the OIG's 2024 audits in the Massachusetts-Rhode Island district and requested another OIG review of statewide postal operations, including staffing in the greater Boston area.
3 The unit also services ZIP Code 02303, which is used for Post Office Boxes.
4 We obtained ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information.
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 April 1 Through July 16, 2026**

| Delivery Metric | Unit | District |
|---|---|---|
| C360 Delivery Inquiries (average per route) | 3.6 | 3.3 |
| STC Scans at the Unit (average per route) | 11.1 | 8.4 |
| Leg 3 Failures (percent of sampled pieces) | 1.4 | 1.2 |

Source: OIG analysis of Postal Service's C360, Informed Visibility, and Product Tracking and Reporting (PTR) System data extracted July 22, 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.

The Brockton S&DC is one of six delivery units[9] the OIG reviewed during the week of August 31, 2026. This delivery unit has 65 city routes. From July 11 through August 7, 2026, the delivery unit had four supervisors assigned.[10] Of these supervisors, one had been detailed to a different facility since early January 2026. In addition, the unit had an acting supervisor from another unit during our visit. As of August 2026, the year-to-date employee availability[11] rate for the Brockton S&DC was 93.47 percent, which is less than the Postal Service's retail and delivery operations employee availability goal of 93.95 percent for fiscal year 2026.

For the month prior to our fieldwork visit, the Brockton S&DC was operating at carrier complement. During the same period, the unit had a carrier overtime usage of 12.8, which was below the 14.1 percent of planned overtime for carriers at the unit. During the week of our site visit, the unit's carrier overtime usage was 15.7 percent, which was 11.4 percent over the planned overtime ratio.

## Objective, Scope, and Methodology

Our objective was to evaluate mail delivery operations and property conditions at the Brockton S&DC in Brockton, MA.

To accomplish our objective, we combined preliminary data analyses with an on-site inspection performed September 1-3, 2026. Prior to the visit, we analyzed staffing levels, mail arrival times, package scanning performance, reported mail delays, arrow key[12] inventories, Voyager card[13] 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 justifications, property safety and security conditions, and package separation procedures. We discussed our observations and conclusions with management on October 22, 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 Brockton S&DC. We will issue a separate capping[14] report that provides the Postal Service with the overall findings and recommendations for all six 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. It will also respond to the broader postal operations and mail delivery concerns in the greater Boston area raised by the congressional members in their letter to the OIG. See Appendix A for additional information about our scope and methodology.

9 The other five units were the Brookline Branch, Brookline, MA (26-120-2), the Grove Hall Station, Dorchester, MA (Project Number 26-120-3); the Lawrence Post Office, Lawrence, MA (Project Number 26-120-4); the Medford Branch, Medford, MA (Project Number 26-120-5); and the Roxbury Station, Roxbury, MA (Project Number 26-120-6). The scope of these audits does not include the processing plants that service the six units.
10 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.
11 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.
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 26-120.

## Results Summary

We identified issues affecting delivery operations and property conditions at the Brockton S&DC. Specifically, we found issues with four of the areas we reviewed (see Table 2).

### Table 2. Summary of Results

| Audit Area | Deficiencies Identified | |
|---|---|---|
| | Yes | No |
| Delayed Mail | X | |
| Package Scanning | X | |
| Arrow Keys | X | |
| Carrier Separations and Transfers | | X |
| Voyager Card Transactions | | X |
| Property Conditions | X | |
| Package Separations | | X |

Source: Results of our fieldwork during the week of August 31, 2026.

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

- Package Scanning – We analyzed package scanning between May 1 and July 31, 2026, and did not identify any systemic issues for that period. However, we took a sample of 30 packages on the morning of September 1, 2026, and identified issues with the scanning and handling of packages in the sample. We also identified issues with safeguarding of employee barcodes (see Finding #2).
- Carrier Separations and Transfers – We analyzed employee data from June 27 through August 7, 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.
- Voyager Card Transactions – We analyzed Voyager card premium fuel transactions from February 17 through August 14, 2026, and identified two premium fuel purchases. We did not identify any recurring systemic issues.
- Package Separations – We observed package separation procedures on September 2, 2026, and determined that the unit was properly separating Priority Mail[15] from non-Priority Mail packages.

15 Priority Mail is an expedited service that may contain any mailable matter weighing no more than 70 pounds.

# Finding #1: Delayed Mail

## What We Found

On the morning of September 1, 2026, we identified 3,811 delayed mailpieces[16] at 40 out of 65 carrier cases and the hot case.[17] Specifically, we identified 2,333 letters and 1,478 flats. In addition, management did not report this mail as undelivered in the Delivery Condition Visualization (DCV)[18] system. See Table 3 for the number of pieces for each mail type and Figures 2 and 3 for examples of delayed mail found at the carrier cases and hot case. Further, the carriers did not complete Postal Service (PS) Forms 1571, *Undelivered Mail Report*,[19] to document undelivered mailpieces.

### Table 3. Types of Delayed Mail Identified

| Type of Mail | Carrier Cases | Hot Case | Total Count of Delayed Mail |
|---|---|---|---|
| Letters | 1,226 | 1,107 | 2,333 |
| Flats | 465 | 1,013 | 1,478 |
| Packages | 0 | 0 | 0 |
| **Totals** | **1,691** | **2,120** | **3,811** |

Source: OIG count of delayed mailpieces identified during our visit on September 1, 2026.

### Figure 2. Example of Delayed Mail at the Hot Case



Source: OIG photo taken before carriers arrived on the morning of September 1, 2026.

### Figure 3. Examples of Delayed Mail in Carrier Cases



Source: OIG photos taken before carriers arrived on the morning of September 1, 2026.

## Why Did It Occur

Management did not provide sufficient oversight to verify that all mail was cleared from the unit, enforce the redline process,[20] or accurately report any delayed mail. Specifically, the PM supervisor was aware of the delayed mail we identified but did not follow the redline process and did not report the mail

16 Count of mail included individual piece counts and OIG estimate based on Postal Service conversion factors in Management Instructions PO-610-2007-1, *Piece Count Recording System* and Delivery Condition Visualization Volume Conversion Chart.
17 A case designated for final withdrawal of mail as carriers leave the office.
18 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.
19 PS Form 1571, *Undelivered Mail Report*, lists all mail distributed to the carrier for delivery that was left in the office or returned undelivered.
20 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 1571 and that no mail is taken back to the carrier case.

in the DCV system. In addition, the AM supervisor stated that he normally verifies that the delayed mail is properly recorded but he failed to do so in this instance.

### What Should Have Happened

Management should have ensured that all mail was delivered daily. Postal Service policy[21] 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[22] 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. In addition, policy[23] 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.

21 *Committed Mail & Color Code Policy for Marketing Mail* stand-up talk, February 2019.
22 *Informed Visibility Delivery Conditions Visualization*, Report Notes, *October 8, 2025*.
23 *Redline Policy Standard Operating Procedures*.

# Finding #2: Package Scanning

## What We Found

Employees scanned packages improperly or handled packages incorrectly at the unit. We also found issues with the safeguarding of badges containing employee barcodes.

On the morning of September 1, 2026, before carriers arrived for the day, we selected 30 packages from the carrier cases to review and analyze scanning and tracking history. Of the 30 sampled packages, six (20 percent) had improper scans or handling issues, including:

- Three packages were scanned delivered, which should only be performed when a package is successfully left at the customer's delivery address.
- Two packages were scanned "Delivered in/at Mailbox" and "Delivery Attempted – No Access to Delivery Location" but were held at the carrier case since June 2026 instead of being returned to the sender or receiving other proper disposition.
- One package was scanned "Delivery Attempted – No Access to Delivery Location" at the unit rather than at the delivery point. Scans should be made as close to the delivery point as possible.

In addition, one certified letter was scanned "Delivered to Agent, Picked Up at USPS" at the delivery point, but was at the carrier case.

Finally, employee barcodes were not properly safeguarded at the facility. Specifically, we observed two badges containing employee barcodes that were left unattended at two different carrier cases. Access to the barcodes on these badges could allow other employees to log into scanners as these employees.

## Why Did It Occur

These scanning issues occurred because unit management did not adequately monitor and enforce proper package scanning and handling procedures. For example, the postmaster and supervisors stated that they instructed carriers to scan packages as "Delivered" in instances where a customer has requested a mail hold or when the customer is expected to pick up the package at the unit, to stop the clock. Further, supervisors were unaware of the two mishandled packages that were held at the carrier case since June 2026 because they did not conduct walkthroughs of the carrier cases, and the carrier did not follow the redline process to inform the supervisor that the packages were brought back to the unit. This carrier told us that he kept the two packages at the carrier case because he did not know what to do with them.

In addition, management stated that it wasn't aware that the employee badges were left unattended at carrier cases because it did not explicitly look for this issue as part of the regular walkthroughs of the workroom.

## 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] In addition, the Postal Service must adhere to information security policies that will safeguard the integrity, confidentiality, and availability of Postal Service information and protect the interests of its personnel and the public.[26]

24 *Delivery Done Right the First Time* stand-up talk, March 2020.
25 *Carriers Delivering the Customer Experience* stand-up talk, July 2017.
26 AS-805 Information Security, September 2022.

### 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.

### Management Action

During our audit, management took corrective action and secured the employee badge barcodes from the carrier cases.

### Postal Service Response

The Postal Service agreed with this finding.

# Finding #3: Arrow Keys

## What We Found

Unit management did not properly update the arrow key inventory log and safeguard arrow keys. On the morning of September 2, 2026, we reviewed the unit's arrow key certification list in the Retail and Delivery Applications and Reports (RADAR)[27] system and conducted a physical inventory of keys at the unit. Unit management reported 91 keys in RADAR as "In-Use" and "In-Vault." Based on our physical review of arrow keys at the unit, one of the 91 keys was missing and two additional keys found at the unit were not recorded in RADAR. One of these extra keys was recorded in RADAR as "Returned." In addition, we found one of the 91 keys was incorrectly identified in RADAR as "In-Use," but it was damaged, according to unit management.

In addition, arrow keys were not always kept secure. Specifically, two employees were permitted by management to take an arrow key home at the end of the day. We also found that carriers were not signing the daily log to acknowledge their acceptance of assigned keys and management was not verifying that all keys were returned and accounted for daily.

## Why Did It Occur

Management did not provide sufficient oversight to properly manage and safeguard arrow keys. Specifically, the unit manager certified the arrow key list in RADAR without properly reconciling it to the actual arrow keys on hand. In addition, the unit manager relied on the supervisors to properly perform the daily arrow key accountability procedures. Also, the supervisors did not verify that all keys had been returned and accounted for daily.

## What Should Have Happened

Management should have verified that arrow key security 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 U.S. Postal Inspection Service. Further, broken keys must be updated on the RADAR inventory log.

In addition, policy states that arrow keys must remain secured until they are individually assigned to personnel. A supervisor or clerk must supervise employees signing out keys on the inventory log. Upon return, arrow keys should be deposited in a secure location, and a supervisor or clerk must verify 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 arrow keys, there is increased risk of the keys being inappropriately used to commit 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.

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: Property Conditions

## What We Found

We found security issues related to property conditions at the Brockton S&DC.

Property Security:

- The badge reader on the dock door was broken (see Figure 4).

### Figure 4. Broken Badge Reader




Source: OIG photo taken the morning of September 1, 2026.

- The vehicle access gate for the south parking lot, where Postal Service vehicles were parked overnight, was not secured. During the week of our visit, this gate remained open overnight when the unit was not staffed (see Figure 5).

### Figure 5. Unsecured Vehicle Gate



Source: OIG photo taken on September 1, 2026.

- A "Vehicles Subject to Search" sign was not posted at the employee parking lot.

During the week of our visit, we were able to access the Brockton S&DC through the unsecure gate and unlocked dock door.

## Why Did It Occur

Unit management was aware that the badge reader at the dock door was broken and that the vehicle access gate was left unsecured. In May 2026, unit management placed a work order for the repair of the badge reader and reported the security risk to the Postal Inspection Service. A temporary manual lock was placed on the door, but unit management did not enforce its use or ensure that the manual lock was functioning properly. Additionally, unit management did not close and lock the south parking lot gate after hours because it stated that the gate was heavy and very difficult to open and close. According to unit management, it requested a motorized gate to replace the existing gate on May 14, 2026. Finally, unit management was waiting for the parking lot construction to be completed before posting the "Vehicles Subject to Search" sign.

## What Should Have Happened

The Postal Service requires management to maintain a safe environment for employees and customers.[29] According to policy,[30] 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 security deficiencies can reduce the likelihood of theft and mail tampering; 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.

29 Postal Service Handbook EL-801, *Supervisor's Safety Handbook*, July 2020.
30 Handbook RE-5, *Building and Site Security Requirements*, September 2009.

### Management Action

After we raised the issue with unit management during our visit, facility maintenance installed the "Employee vehicles may be subject to search" sign in the employee parking lot. Additionally, on September 15, 2026, unit management provided evidence that the badge reader at the dock door was repaired and verified that it is now functioning properly.

### Postal Service Response

The Postal Service agreed with this finding.

# Appendix A: Additional Information

We conducted this audit from August through November 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 Brockton S&DC, Brookline Branch, Grove Hall Station, Lawrence Post Office, Medford Branch, and Roxbury Station, as well as the district.

We assessed the reliability of DCV and PTR 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

October 27, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: Brockton Sorting & Delivery Center, Brockton, MA: Delivery Operations (Report Number 26-120-1-DRAFT)

Thank you for providing the Postal Service with an opportunity to review and comment on the findings contained in the draft audit report, *Brockton Sorting & Delivery Center, Brockton, MA: Delivery Operations.*

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

Management has begun taking steps to address the four findings.

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

*Package Scanning*: Management will provide a service talk on proper scanning procedures and conduct reviews to monitor compliance.

*Arrow Keys:* Management will update the inventory log to reflect all arrow keys on hand and report all missing keys to the US Postal Inspection Service. Management will also conduct training on proper management and security of arrow keys. Additionally, reviews will be conducted to monitor for compliance.

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

E-SIGNED by Carissa.A Shea
on 2026-10-27 12:22:56 EDT

Carissa A. Shea
District Manager, MA-RI District

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




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 or call (703) 248-2100