Roxbury Station, Roxbury, MA: Delivery Operations

AUDIT REPORT

Report Number 26-120-6-R27 | November 10, 2026



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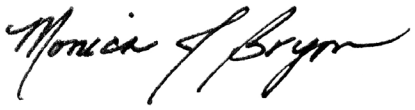
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Transmittal Letter

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 – Roxbury Station, Roxbury, MA: Delivery Operations (Report Number 26-120-6-R27

This report presents the results of our audit of delivery operations and property conditions at the Roxbury Station in Roxbury, MA.

We appreciate the cooperation and courtesy provided by your staff. If you have any questions or need additional information, please contact Ricardo Martinez, 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

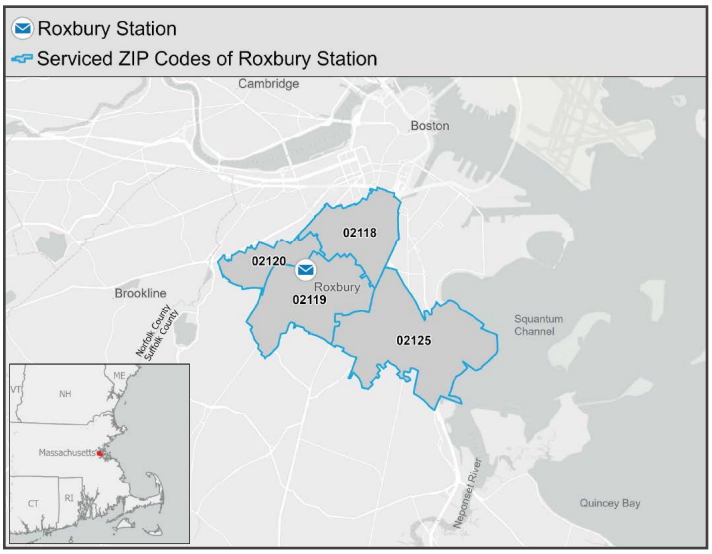
Results

Background

The U.S. 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the *Delivering for America* plan,[1] which outlines how it will transform from a financially strained, operationally outdated institution to a more modern, efficient, and sustainable national service provider.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 Roxbury Station in Roxbury, MA (Project Number 26-120-6). We selected the Boston Area based on a March 25, 2026, congressional request from U.S. senators and representatives from Massachusetts to audit statewide postal operations and address mail delivery delays in the Greater Boston Area.[2] The Roxbury Station is in the Massachusetts-Rhode Island (MA-RI) District of the Atlantic Area and serves about 110,181 people in ZIP Codes 02118, 02119, 02120 and 02125,[3] which are considered predominantly urban areas (see Figure 1).

Figure 1. ZIP Codes Serviced by the Roxbury Station



Source: OIG analysis of ZIP Code data.

We assessed all units in the MA-RI District based on the number of Customer 360 (C360)[4] delivery-related inquiries,[5] stop-the-clock (STC)[6] scans performed away from the delivery point and at the unit, undelivered route information, and Leg 1 and Leg 3 failures[7] between April 1 through July 16, 2026.

We judgmentally selected the Roxbury Station primarily based on the number of C360 inquiries related to delivery and Leg 3 failures. 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 2.0: 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 We obtained ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information.
4 Customer 360 is a cloud-based application that enables Postal Service employees to diagnose, resolve, and track customer inquiries.
5 Delivery-related inquiries include a compilation of package inquiry, package pickup, daily mail service, and hold mail inquiries.
6 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."
7 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)	7.3	3.3
Leg 3 Failures (percent of sampled pieces)	5.5	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 Roxbury Station is one of six delivery units[8] the OIG reviewed during the week of August 31, 2026. This delivery unit has 70 city routes. From July 11 through August 7, 2026, the delivery unit had five supervisors assigned.[9] During the week of our visit, one of these supervisors was detailed to a different facility and the unit had a station manager on detail from another facility. The Roxbury Station falls under the Boston Post Office for employee availability[10] measurement. As of August 2026, the year-to-date employee availability rate for the Boston Post Office was 92.8 percent, which is less than the Postal Service's retail and delivery operations employee availability goal of 93.7 percent for fiscal year 2026.

For the month prior to our fieldwork visit, the Roxbury Station was operating seven carriers below its complement.[11] During the same period, the unit had a carrier overtime usage of 28.3 percent, which was above the 14.8 percent of planned overtime for carriers at the unit.[12] During the week of our site visit, the unit's carrier overtime usage was 28.3 percent, which was 91.3 percent over the planned overtime ratio.

Objective, Scope, and Methodology

Our objective was to evaluate mail delivery operations and property conditions at the Roxbury Station in Roxbury, 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[13] inventories, Voyager card[14] 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 Roxbury Station. We will issue a separate capping report[15] 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.

8 The other five units were the Brockton Sorting and Delivery Center (S&DC), Brockton, MA (Project Number 26-120-1); the Brookline Branch, Brookline, MA (Project Number 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); and the Medford Branch, Medford, MA (Project Number 26-120-5). The scope of these audits does not include the processing plants that service the six units.
9 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.
10 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.
11 Carrier complement obtained from the City Delivery Variance (CDV) system. From July 18 through August 14, 2026, the unit had an earned carrier complement of 100 and an actual carrier complement of 93.
12 Carrier overtime data for the period of July 18 through August 14, 2026, was obtained from the eFlash system, a system used by the Postal Service to track employee hours.
13 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.
14 The Postal Service uses credit cards, called Voyager cards, to pay for commercially purchased fuel, oil, and routine maintenance for its vehicles.
15 The capping report project number is 26-120.

Results Summary

We identified issues affecting delivery operations and property conditions at the Roxbury Station. 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 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 through July 31, 2026, and we did not find 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 package scanning (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.
- Package Separations – We observed package separation procedures on September 3, 2026, and determined the unit was properly separating Priority Mail[16] from non-Priority Mail packages.

16 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 32,273 delayed mailpieces at 50 out of 70 carrier cases. Specifically, we identified 21,037 letters, 8,440 flats, 2,790 advertisements, and 6 packages.[17] See Figure 2 for examples of delayed mail found at carrier cases. In addition, management did not accurately report this mail as undelivered in the Delivery Condition Visualization (DCV)[18] system. Management reported only 6,695 delayed mailpieces in the DCV system, which was 20.7 percent of the delayed mail we identified at the unit. Further, the carriers did not complete Postal Service (PS) Forms 1571, *Undelivered Mail Report*,[19] to document undelivered mailpieces.

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,[20] or accurately report delayed mail. Supervisors stated that the lack of coordination and communication amongst them as well as no clear delineation of supervisory responsibilities attributed to the delayed mail we observed, the inaccurate reporting of delayed mail in the DCV system, and the redline process not being completed; our observations during fieldwork corroborated what the supervisors stated. The acting station manager stated that the lack of communication amongst the supervisors has also led to ineffective route pivoting,[21] which left some delivery routes not completed despite the use of overtime to deliver portions of the routes.[22] Additionally, he noted that supervisors are not addressing performance issues with carriers. The acting station manager, who has been at the unit since February 2026, stated that he has tried to address the issues by providing training and issuing disciplinary actions to the supervisors, but the problems persist.

Figure 2. Examples of Delayed Mail in Carrier Cases



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

Furthermore, carriers at the unit did not always properly document undelivered mail on PS Forms 1571. The PM supervisor stated that she normally places the signed forms in a binder along with other daily reports that sit beside one of the supervisor's desks.

17 Count of mail included individual piece counts and OIG estimates based on Postal Service conversion factors in Management Instruction PO-610-2007-1, *Piece Count Recording System*, July 27, 2007.
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 and completed PS Form 1571 and that no mail is taken back to the carrier case.
21 Route pivoting involves dividing routes so that several carriers can deliver a section of the route, after completing their own route.
22 This audit did not include verification of overtime usage at this unit. Our capping report will review overtime usage and mail volume in the district.

However, she did not enforce usage of the form on Monday because she was the only closing supervisor and was overwhelmed focusing on other duties such as monitoring scanning compliance.

What Should Have Happened

Management should have ensured that all mail was delivered daily. Postal Service policy[23] 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[24] 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. Postal Service policy[25] also 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.

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

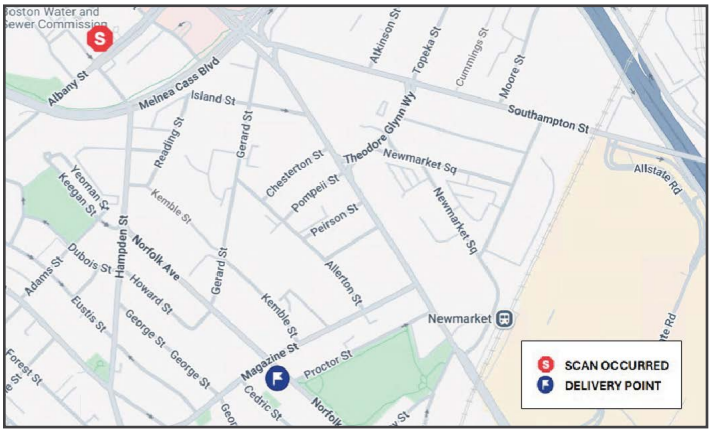
Finding #2: Package Scanning

What We Found

Employees improperly scanned packages at the unit. 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, seven (23 percent) had improper scans or handling issues, including:

- Six packages scanned "Delivery Attempted – No Access to Delivery Location" were scanned between 0.2 and 0.6 miles away from the delivery point (see Figure 3). Scans should be made as close to the delivery point as possible.
- One package was scanned "Delivered," which should only be performed when a package is successfully left at the customer's delivery address.

Figure 3. Scan 0.6 Miles Away From the Delivery Point in Roxbury, MA



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 acting station manager stated that he reviewed scanning reports to verify that all packages were scanned, but he did not review if the scans were correct, such as where the six packages we identified were scanned. In addition, managers were unaware that the package scanned "Delivered" was returned and at the carrier station because they did not verify that all mail was cleared from the unit or enforce the redline process (see Finding #1).

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,[26] which includes scanning packages at the time and location of delivery.[27]

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.

26 *Delivery Done Right the First Time* stand-up talk, March 2020.
27 *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 September 2, 2026, we reviewed the unit's arrow key certification list in the Retail and Delivery Applications and Reports (RADAR)[28] system and conducted a physical inventory of keys at the unit. Unit management reported 149 keys in RADAR as "In-Use" or "In-Vault." Based on our physical review of arrow keys at the unit, 17 of the 149 keys were missing, and an additional four keys found at the unit were not recorded in RADAR.

In addition, management did not properly safeguard arrow keys. Management did not verify that all arrow keys were returned at the end of the day. During our physical review, the acting station manager brought a key to us that a carrier had not returned the prior day. Further, we also found that carriers were not signing the daily log to acknowledge their acceptance of assigned keys and management did not verify 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 because the unit does not follow a clear arrow key accountability process. The PM supervisor stated that the process of signing arrow keys in and out is not consistent because sometimes the unit uses a barcode scanning process and other times, they use a physical inventory log requiring the carriers to sign the keys in and out. The PM supervisor also stated that she was unaware of any missing keys because she relies on a clerk to distribute and reconcile the returned keys, and the clerk had not reported to her any of the keys that we identified as missing. Finally, the acting station manager stated that he relies on his supervisors to verify that all keys are accounted for in the evening and he was unaware that carriers may be retaining keys as no one had brought it to his attention.

What Should Have Happened

Management should have verified that arrow key security procedures were properly followed. According to Postal Service policy,[29] management must keep an accurate inventory of all arrow keys. Any missing keys must be immediately reported to the U.S. Postal Inspection Service.

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 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 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.

28 The arrow key certification in RADAR provides a national platform for all facilities to verify current inventory and account for all arrow keys.
29 *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 reconcile Voyager card transactions to validate that they were legitimate. Specifically, the unit did not reconcile one out of five months of Voyager card transactions. We reviewed the Fuel Asset Management System (FAMS) for high-risk transactions from February 17 through August 14, 2026, and determined that there were 56 transactions valued at $3,203 that required reconciliation for the month of February 2026. We found that none of the 56 transactions were reconciled by unit management.

Why Did It Occur

Management did not provide sufficient oversight to reconcile Voyager card transactions. The acting station manager stated that he was aware that the February 2026 Voyager card transactions had not been reconciled. He stated that the prior acting postmaster had been on leave since July and it is his responsibility to complete the reconciliation when he returns to work in September.

What Should Have Happened

According to Postal Service policy,[30] at least once per month, the site manager is responsible for ensuring that their driver receipts are reconciled in the FAMS eFleet *"Reconciliation Exception Report"* module. In addition, if there is a problem with an individual charge, the site manager has 60 days from the transaction posting date to dispute the transaction. According to Postal Service policy,[31] all high-risk transactions must be fully reconciled with a comment that explains the reason for the transaction.

Effect on the Postal Service and Its Customers

When premium fuel transactions are not properly reviewed and documented timely, there is an increased risk that the Postal Service may pay higher prices for questionable and unnecessary purchases.

Postal Service Response

The Postal Service agreed with this finding.

30 *Voyager Fleet Card Standard Operating Procedure (SOP),* Section 4.2 Responsibilities, October 2023.
31 *FAMS How to Reconcile a Transaction,* June 2026.

Finding #5: Property Conditions

What We Found

We found safety and security issues related to property conditions at the Roxbury Station.

Property Safety

- All 12 fire extinguishers we reviewed were missing monthly inspections. The last inspection date was April 2026.
- A heart defibrillator was in an inaccessible location, unmounted and locked in a supervisor's office (see Figure 4).

Figure 4. Heart Defibrillator Located in Locked Supervisor Office



Source: OIG photo taken on September 3, 2026.

Property Security

- [redacted] were broken.
- A "Vehicles Subject to Search" sign was not posted at the employee parking lot.
- The external employee entry door [redacted] (see Figure 5).

Figure 5. [redacted] Employee Entry Door

[redacted]

Source: OIG photo taken on September 2, 2026.

Why Did It Occur

Management did not provide sufficient oversight and take the necessary actions to verify that property condition issues were corrected. The acting station manager stated that he was unaware that the fire extinguishers did not have their monthly inspections and that the heart defibrillator was not readily accessible. However, he was aware of the [redacted] and noted that requests for repair were submitted into the electronic Facilities Management System (eFMS)[32] in November of 2025. The acting station manager acknowledged that he should have followed up on the status of these repair requests.

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.[33] According to the Occupational Safety and Health Administration, heart defibrillators should be conveniently installed to ensure response within 3-5 minutes.[34]

32 eFMS is a custom-built Postal Service system used to manager work orders, contracts, and payments for facility construction, repairs, and alteration contracts, along with real estate contracts.
33 Postal Service Handbook EL-801, *Supervisor's Safety Handbook*, July 2020.
34 OSHA publication 3185-09N, 2003.

According to policy,[35] 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; 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.

Postal Service Response

The Postal Service agreed with this finding.

35 39 CFR § 232.1 – Conduct on Postal Property, Inspection, Recording Presence.

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, PTR, 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

October 27, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: Roxbury Station, Roxbury, MA: Delivery Operations (Report Number 26-120-6-DRAFT)

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

Management generally agrees with the five findings related to delayed mail, package scanning, arrow keys, Voyager Card transactions, 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.

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 one of the safety and security issues found during the audit 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 Carissa.A Shea
on 2026-10-27 12:23:12 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.

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