



AUDIT REPORT

Mail Delivery and Customer Service Operations – New Orleans Central Carrier Station, New Orleans, LA

May 19, 2020


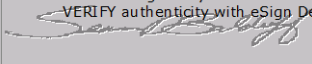


Report Number 20-189-R20



May 19, 2020

MEMORANDUM FOR: SCOTT TOSCH
MANAGER, LOUISIANA DISTRICT

E-Signed by Sean Balduff
VERIFY authenticity with eSign Desktop 


FROM: Sean Balduff
Director, Delivery and Retail Response Team

SUBJECT: Audit Report – Mail Delivery and Customer Service
Operations – New Orleans Central Carrier Station, New
Orleans, LA (Report Number 20-189-R20)

This report presents the results of our audit of Mail Delivery and Customer Service Operations at the New Orleans Central Carrier Station, New Orleans, LA.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact Sherry Hilderbrand, Operational Manager, or me at 703-248-2100.

Attachment

cc: Postmaster General
Vice President, Delivery and Retail Operations
Vice President, Southern Area
Corporate Audit and Response Management

Background

This report presents the results of our self-initiated audit of mail delivery and customer service operations at the New Orleans Central Carrier Station in New Orleans, LA (Project Number 20-189). The New Orleans Central Carrier Station is in the Louisiana District of the Southern Area. This audit was designed to provide U.S. Postal Service management with timely information on potential scanning and mail delivery risks at the New Orleans Central Carrier Station.

The delivery unit has a total of 81 city routes which are delivered by 98 full time city carriers and 31 city carrier assistants. The New Orleans Central Carrier Station also has 14 clerks. We chose this station based on our analysis of city carriers returning after 6:00 p.m. using data from the Enterprise Data Warehouse (EDW).¹

Our fieldwork was completed before the President of the United States issued the national emergency declaration concerning the novel coronavirus disease (COVID-19) outbreak on March 13, 2020. The results of this audit do not reflect operational changes and/or service impacts that may have occurred at this facility as a result of the pandemic.

Objective, Scope, and Methodology

Our objective was to review select mail delivery and customer service operations at the New Orleans Central Carrier Station in New Orleans, LA.

To accomplish our objective, we reviewed delivery metrics including the number of routes and carriers, mail arrival time, amount of reported delayed mail, package scanning, distribution up-time,² and carriers return to office time. During our site visits on February 25-26, 2020, we reviewed unit safety and security procedures, mail conditions, and Voyager card and arrow lock key³ security procedures. We analyzed the scan status of mailpieces at the carrier cases and interviewed unit management and employees.⁴

We relied on computer-generated data from EDW and the Product Tracking and Reporting System. Although we did not test the validity of controls over these systems, we assessed the accuracy of the data by reviewing existing information, comparing data from other sources, observing operations, and interviewing Postal Service employees

¹ EDW provides a single repository for managing the Postal Service's corporate data assets. EDW provides a common source of accurate corporate data across organizations to a wide variety of users.

² Time of day that clerks completed distributing mail to carrier routes after it has arrived from the processing center.

³ A distinctively shaped key carriers use to open mail-receiving receptacles such as street collection boxes and panels of apartment house mailboxes equipped with an arrow lock. Arrow lock keys are accountable property and subject to strict controls.

⁴ The city carriers we interviewed had from eight months to 10 years of service.

knowledgeable about the data. Therefore, we determined the data were sufficiently reliable for the purposes of this report.

We conducted this audit from February through May 2020, in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective. We discussed our observations and conclusions with management on April 29, 2020 and included their comments where appropriate.

Finding # 1: Undelivered and Delayed Mail

During our site visit on February 25-26, 2020, we identified mail that had been delayed⁵ and was not accurately reported in the Customer Service Daily Reporting System (CSDRS) as required. Specifically, we found undelivered mail consisting of about 46,097 mailpieces including First-Class and Priority Mail. Unit management stated the delayed mail was undelivered from the two previous delivery days (Saturday and Monday) due to a high occurrence of carrier unscheduled leave related to Mardi Gras. Although the unit reported 2,969 delayed preferential flats in CSDRS, it was not representative of all delayed mail that was in the building (see Figures 1, 2 & 3).

Figures 1, 2, 3. Undelivered Mail



Source: U.S. Postal Service Office of Inspector General (OIG) photos taken on February 25, 2020.

We determined there were 33 occurrences of unscheduled leave recorded in the Enterprise Resource Management System (ERMS)⁶ on Saturday February 22, 2020 and 20 recorded on Monday February 24, 2020. This led to the unit not having full route

⁵ Mail that is not delivered to the delivery point within the committed delivery time.

⁶ ERMS automates and standardizes processing for all leave requests.

coverage on these two delivery days. Specifically, the Volume Arrival Profile⁷ (VAP) route statistics report showed there were 19 routes on Saturday and three routes on Monday that did not have any carrier clock rings associated with them.

The delayed mail occurred due to ineffective management oversight. Postal Service policy states that management should review all communication that could affect the day's workload and develop contingency plans for situations that may interfere with normal delivery service.⁸ Further, package delivery was prioritized over ensuring all committed mail was delivered. Postal Service policy⁹ states all types of First-Class Mail, Priority Mail, and Priority Mail Express are scheduled (committed) for delivery on the day of receipt at the post office. Delaying mail is the management tool of last resort for workload leveling and in response to local emergency conditions. All mail that remains in a reporting unit after the carriers have left the office to begin their street duties must be reported in CSDRS and if mail is not delivered as scheduled, corrected information and appropriate comments should be entered in CSDRS as soon as the delayed situation is realized.¹⁰

When mail is delayed, there is an increased risk of customer dissatisfaction, which may adversely affect the Postal Service brand. Further, when delayed mail is not reported, management at the local, district, area, and headquarters levels are unable to take the appropriate actions to mitigate the delay.

Recommendation #1: We recommend the **District Manager, Louisiana**, instruct the **Postmaster, New Orleans Central Carrier Station**, to periodically review and monitor delivery operations for delayed mail and ensure standard operating procedures are followed for reporting delayed mail.

Finding #2: Package Delivery Scanning and Handling

We determined that employees were not following package scanning and handling policies. We reviewed scanning and tracking data for 513 packages found at carrier cases or on equipment with mail that was prepared for delivery from previous days. We identified 254 packages (50 percent) had improper scans, and 229 (45 percent) were not handled or processed as required.

⁷ VAP provides insight on mail volume profiles, transportation, labor and scan equipment utilization. VAP provides a daily view of all carriers and intra-facility movement of the mail, showing arrival and departure times.

⁸ Handbook M-39, *Management of Delivery Services*, June 2019.

⁹ Delivery Unit Service Talk-Committed Mail & Color Code Policy for Marketing Mail, February 2019.

¹⁰ CSDRS Guidelines and Definitions, September 2016.

Improper Scans

For the 254 packages that had improper scans, we found:

- Two hundred seventeen had an “Available for Pick-up” scan which is a stop-the-clock¹¹ (STC) scan and should not be used by carriers because it is an in-office event only. Management stated they used the “Available for Pickup” scan for packages that did not get sent out for delivery.
- Sixteen had a “Delivered” scan. A “Delivered” scan should only be made when a package is successfully left at the delivery address.
- Twelve had a “Business Closed” scan which should be performed at the individual business delivery address at the time of attempted delivery. However, all 12 were addressed to residential delivery points, were input manually at one time, and scanned at a location other than the delivery points.
- Eight had a “No Secure Location” scan which should have been scanned at the individual delivery address at the time of attempted delivery. However, these scans were input manually in one group of six and another group of two, and at a location other than the delivery points.
- One had a “No Such Number” scan followed by a “Delivered” scan four days later.

Improperly Handled or Processed:

For the 229 packages that were not handled or processed as required, we found:

- One hundred forty-one had a “No Access” scan. These packages should have been transferred to the “Notice Left” area.
- Eighty-five had a “Held at Post Office at Customer Request” scan. These packages should have been placed with the customers hold mail at carrier cases.
- Two were Parcel Return Service (PRS)¹² with an “Accept or Pickup” scan and should have been placed in a designated location for further processing.
- One was an outgoing package, collected by a carrier and left with the undelivered mail. This package should have been sent on the dispatch for processing on the day it was picked up.

These package scanning and handling deficiencies occurred because local management did not adequately enforce scanning procedures. The Postal Service’s goal is to ensure mail is delivered to the correct address with proper service, which

¹¹ 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 Pick-Up”, “No Access”, and “Business Closed”.

¹² PRS applies to return shipments that are picked up in bulk by the permit holder or their authorized agent(s). Permit holders guarantee payment of postage for all shipments mailed with a PRS label.

includes scanning every mailpiece at the delivery point, ensuring 100 percent visibility throughout the process.¹³

These improper scans convey misinformation to customers. Further, the improper “Available for Pickup” scans give customers the impression that packages are ready for pick up even though the packages were not yet available at the retail location. Customers rely on accurate scan data to track their packages in real time. When inaccurate information is conveyed to customers, they are unable to determine the actual status of their packages, which may result in a loss of customer trust and a negative impact on the Postal Service brand.

Recommendation #2: We recommend the **District Manager, Louisiana**, instruct the **Postmaster, New Orleans Central Carrier Station**, to ensure that employees follow standard operating procedures for scanning, periodically review and monitor scan data for compliance, and provide carriers with refresher training on package handling and scanning procedures.

Finding #3: City Carriers Returning After 6 p.m.

We determined that city carriers at the New Orleans Central Carrier Station were returning to the office after 6:00 p.m. Specifically, from November 2019 – January 2020, about 35 percent of city carriers returned to the office by 6:00 p.m., 63 percent returned by 7:00 p.m., 90 percent returned by 8:00 p.m., and 99 percent returned by 9:00 p.m. (see Table 2). The Postal Service’s goal is to have 100 percent of the carriers returning to the office by 6:00 p. m.¹⁴

Table 2. Carriers Returning After 6 p.m.

Month	% of Carriers Returning by 6:00 p.m.	% of Carriers Returning by 7:00 p.m.	% of Carriers Returning by 8:00 p.m.	% of Carriers Returning by 9:00 p.m.
November	27.23	46.47	84.14	99.23
December	34.11	62.27	86.90	97.43
January	43.84	81.15	99.47	100
Average	35.06	63.30	90.17	98.89

Source: OIG analysis of City Carriers After 6 p.m. data from (EDW - Delivery Data Mart).

Management stated that various factors contributed to the carriers’ late return time, including poor employee performance, attendance issues, inexperienced supervisors, and late arriving mail from the processing center. We interviewed carriers with the most instances of returning after 6:00 p.m. and they identified unrealistic expectations,

¹³ Standup Talk - *Delivering a Positive Customer Service Experience-Delivery Done Right*, and *Scanning at a Glance, Delivering 100% Visibility*.

¹⁴ *Staffing and Scheduling Tool, Function 4 Application User Guide*, 2016.

auxiliary assistance on another route, and overburdened routes as causes for their late return times.

Overall, we determined these conditions occurred due to ineffective management oversight and inadequate supervisor training. Three of the four permanent supervisors stated they had not completed the New Supervisor Training¹⁵ and that they were not fully prepared to do their jobs.

All delivery management personnel are responsible for developing and maintaining the unit at a high degree of efficiency and for assuring that Postal Service standards are maintained.¹⁶ When carriers return after 6:00 p.m., customer service can suffer and mail collected by the carriers may be late to the processing and distribution center.

Recommendation #3: We recommend the **District Manager, Louisiana**, instruct the **Postmaster, New Orleans Central Carrier Station** to develop a written action plan with specific steps to ensure all supervisors at the New Orleans Central Carrier Station are trained fully and understand all aspects of their positions in order to maximize carrier efficiency and improve carrier return times.

Finding #4: Safeguarding of Assets

New Orleans Central Carrier Station management did not properly manage and safeguard Postal Service assets including arrow lock keys, Voyager Fleet cards, and mail delivery vehicles.

Accountable Items

We determined management did not follow Postal Service processes for maintaining accountability and control of arrow lock keys. Carriers stated there was not a process to check keys out or be cleared upon return from their delivery routes. In addition, management does not maintain an arrow lock key inventory log and could not tell us the number of arrow lock keys the unit had been assigned.

We were unable to conduct a physical inventory of arrow lock keys because unit management did not have a physical log and could not tell us how many keys they had assigned to the unit. Some carriers stated that arrow lock keys were kept in their route case drawers to ensure they had a key available each day while others stated that if they didn't obtain a key for the day, they traveled to a route nearby to borrow a key from another carrier to complete deliveries. If a key was not available, mail would be returned to the office undelivered and the carrier would scan packages as "no access". We also observed keys in carrier case drawers and management stated they were aware of it

¹⁵ All permanent first-line supervisors are required to participate in the New Supervisor Program, which combines blended learning via classroom, online, and on-the-job training. The program provides new supervisors with an opportunity to gain practical experience while learning new management skills related to understanding the position, planning, and organizing.

¹⁶ Handbook M-39, *Management of Delivery Services*, June 2019.

occurring. Postal Service policy states that units must keep accurate arrow lock key inventories¹⁷ and must immediately report lost or stolen arrow lock keys to the inspector-in-charge.¹⁸

In addition, the unit did not follow postal service processes for maintaining accountability and control of Voyager Fleet cards. We were unable to conduct a physical inventory of Voyager Fleet cards at the unit because unit management could only account for two of the 84 cards assigned to the unit. However, we determined that during February there were a total of 47 Voyager Credit Cards being actively used for the 84 vehicles according to Fuel Asset Management System (FAMS).¹⁹

Some carriers stated there were not enough Voyager cards, so they had to borrow a card or meet another carrier at the gas station to get fuel for their vehicle. Management stated they canceled some cards because they could not locate the cards and were in the process of obtaining new cards. Management also stated they instructed carriers to use gas cards from other vehicles in the building or coordinate with other carriers to fuel their vehicles, often in the same transaction.

Postal Service policy states that site managers must ensure voyager cards are accounted for each day or have a designated location to secure cards. They should never be carried by off-duty personnel or left in unattended vehicles or other locations with unrestricted access.²⁰

Management stated the arrow lock key and Voyager Fleet card issues occurred because they do not have a clerk to clear the carriers at the end of the day. They also stated they are working on correcting these issues by ensuring there are arrow keys for each route, Voyager Fleet cards for each vehicle, and creating inventory lists. When there is insufficient oversight and supervision of accountable items such as arrow lock keys, there is an increased risk of mail theft. In addition, management cannot prevent or detect potentially fraudulent charges and unauthorized purchases when Voyager Fleet cards are not properly managed.

Delivery Vehicles

We inspected delivery vehicles on the morning of our site visit and found 33 of 84 assigned vehicles were not locked. We also found undelivered mail in four vehicles²¹ (see [Figures 4, 5, & 6](#)).

¹⁷ *Postal Operations Manual*, August 2019.

¹⁸ *Administrative Support Manual*, March 2020.

¹⁹ A cost management tool used for managing and controlling fuel costs.

²⁰ Standard Work Instructions (Quick Reference): U.S. Bank Voyager Fleet Card Management for Site Managers, January 8, 2019.

²¹ Two of the vehicles were unlocked and two were locked.

Figures 4, 5, 6. Unlocked and Open Delivery Vehicles



Source: OIG photo taken on February 25, 2020.

Postal Service policy states that all vehicle doors must be secured when vehicles are left unattended and out of the driver's immediate site.²²

These conditions occurred because unit management did not follow established procedures that would have ensured the items were secured. When vehicles are left unlocked, there is an increased risk that they could be vandalized or stolen.

Recommendation #4: We recommend the **District Manager, Louisiana**, instruct the **Postmaster, New Orleans Central Carrier Station**, to follow procedures to ensure arrow lock keys and Voyager cards are safeguarded and properly managed, and report lost or missing assets as required and reiterate the policies and procedures to unit management and staff.

Recommendation #5: We recommend the **District Manager, Louisiana**, instruct the **Postmaster, New Orleans Central Carrier Station**, to follow procedures to ensure delivery vehicles are safeguarded, locked, and free of mail at the end of the day and reiterate the policies and procedures to unit management and staff.

Management's Comments

Management agreed with the findings and recommendations in the report except for finding and recommendation 3. Management also stated they are not in agreement with the timeframe we used to conduct the audit due to it coinciding with the city's Mardi Gras celebrations. See [Appendix A](#) for management's comments in their entirety.

²² Handbook EL-814, *Postal Employee's Guide to Safety*, Section X,E,4, Parking.

Regarding recommendation 1, management stated they have instructed the postmaster to increase the periodic review of delivery operations for delayed mail and to instruct subordinate managers to reissue the standard operating procedures regarding reporting delayed mail. Management provided documentation showing they issued this instruction on May 8, 2020.

Regarding recommendation 2, management stated the postmaster has been instructed to attempt to deliver or deliver all packages to addresses not blocked by the local authority and to place an “Attempt/No Access” scan on any package where the address is not accessible. Management provided documentation showing they issued this instruction on May 8, 2020.

Regarding Recommendation 3, management stated that the supervisors we interviewed were trained properly and that a failure to deliver all mail in the expected time does not equate to ineffective management oversight. Management also stated the unit issued 92 pieces of corrective action to carriers from November 2019 through February 2020 based on performance and attendance. However, management stated they will communicate each morning at 7:30 a.m. to ensure city carrier assistants are moved within the city to provide adequate staffing in each office to improve carrier return times. Management will also perform weekly reviews of PS Forms 3972 to ensure employees are being held accountable for regular attendance. Management stated they implemented these actions as of May 15, 2020

Regarding recommendation 4, management stated they implemented an arrow lock key inventory carriers will use to sign out and check in keys daily. Lost and stolen keys will be reported to the district and Inspection Service as required. Management also ordered Voyager cards for every vehicle. Management provided documentation showing they provided this instruction to the postmaster on May 8, 2020.

In response to recommendation 5, management stated they instructed the postmaster to ensure vehicle users were in compliance with requirements that vehicles be locked, safeguarded, and free of mail. The supervisor responsible for this task will report an all clear to the postmaster and Customer Services Operations manager daily. Management provided documentation showing they issued this instruction on May 8, 2020.

Evaluation of Management’s Comments

The OIG considers management’s comments responsive to the recommendations in the report.

Regarding the audit timeframe, we selected this unit based on the high percentage of carriers returning after 6:00 p.m. from November 2019 – January 2020, indicating the unit had carriers returning late prior to the Mardi Gras celebrations. Regarding the timing of the audit, we recognize the unique challenges these annual events pose, but note that management can prepare and plan for such annual events in order to ensure all mail is delivered to open businesses and street addresses.

Regarding the disagreement with finding and recommendation 3, management stated that supervisors we interviewed had been assigned to the unit for at least one year, were properly trained, and that failure of a carrier to return on time does not equate to ineffective management oversight. We maintain that it is management's responsibility to appropriately plan and schedule adequate staff to enable city carriers to return before 6:00 p.m. We consider management's alternative actions of communicating each morning to ensure adequate staffing in each office and performing a weekly review of PS Forms 3572 is responsive and addresses the issue of city carriers returning to the office on time.

We consider recommendations 1,2,4, and 5 closed with the issuance of this report. All recommendations require OIG concurrence before closure. Consequently, the OIG requests supporting documentation for those actions that have already been completed for recommendation 3. This recommendation should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendation can be closed.

Appendix A: Management's Comments



May 7, 2020

LAZERICK POLAND
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Audit Report – Mail Delivery and Customer Service Operations –
New Orleans Central Carrier Station, New Orleans LA (Project Number 20-189-DRAFT)

While we agree with most of the findings during this audit, we are not in agreement with the time frame that the audit was conducted.

For over 100 years, Mardi Gras is a unique Holiday recognized throughout the city of New Orleans and the surrounding areas. Thousands of locals and tourists from all over the world flock to New Orleans each year to revel/partake in the festivities. Schools and many businesses are closed to allow the locals to participate. Crowds are extraordinary with many streets closures and areas blocked. The Mardi Gras Season is a two week period of events and festivities including street parties, masked balls and daily parades with Fat Tuesday closing out the season with parades starting early in the morning and ending later that night. To say the least, it is not business as usual during Mardi Gras in New Orleans and performing an audit during this period is not a true reflection of normal operating conditions.

Recommendation # 1:

We recommend the District Manager, Louisiana, instruct the Postmaster, New Orleans Central Carrier Station, to periodically review and monitor delivery operations for delayed mail and ensure standard operating procedures are followed for reporting delayed mail.

Management Response/Action Plan:

Management agrees with this recommendation.

District Manager has instructed Postmaster of New Orleans to increase his periodical review at all of his delivery operations for delayed mail and also to instruct all of subordinate managers to reissue the standard operating procedures in regards to reporting delayed mail.

While we agree that there were approximately 46,097 delayed pieces of mail in the unit, the majority of this mail was due to areas of Central Carrier Station that were blocked or shut down on Saturday due to the Endymion Mardi Gras parade and the closed businesses and schools etc. that are closed on Monday prior to Fat Tuesday (Mardi

Gras Day). A suspension of service was submitted to Headquarters in advance, notifying them of curtailed delivery for the affected areas.

Target Implementation Date:

May 15, 2020

Responsible Official:

Postmaster, New Orleans and Station Manager, Central Carrier Station

Recommendation # 2:

We recommend the District Manager, Louisiana, instruct the Postmaster, New Orleans Central Carrier Station, to ensure that employees follow standard operating procedures for scanning, periodically review and monitor scan data for compliance, and provide carriers with refresher training on package handling and scanning procedures.

Management Response/Action Plan:

Management agrees with the recommendation.

The District Manager will give instruction to the Postmaster, New Orleans to attempt and deliver all packages to addresses not blocked by the local authority and to place an Attempt/No Access scan on any package that is not accessible. We have included a copy of next year's Mardi Gras contingency plan that addresses this issue and will ensure mandatory Stand Up talks are given and completion is certified to District Manager, Operations Support. All employees at the Central Carrier annex will be given training on the proper scanning procedures required during Mardi Gras and this training will be documented via PS Form 2548.

Target Implementation Date:

May 15, 2020

Responsible Official:

Postmaster, New Orleans and Station Manager, Central Carrier Station

Recommendation # 3:

We recommend the District Manager, Louisiana, instruct the Postmaster, New Orleans Central Carrier Station to develop a written action plan with specific steps to ensure all supervisors at the New Orleans Central Carrier Station are trained fully and understand all aspects of their positions in order to maximize carrier efficiency and improve carrier return times.

Management Response/Action Plan:

Management disagrees with the findings and the recommendations.

The supervisors interviewed had all been assigned to the Central Carrier Station for one year or more. Each had been to the supervisor training either at the National Center for Employee Development (NCED) or at the District Office. The only remaining training for the interviewed supervisors was a three day cross training experience at the plant. The supervisors were trained properly, given additional one on one training on workload by Operations Support throughout November and December. Training has been documented.

The failure of a carrier to deliver all the mail in the expected time does not equate to ineffective management oversight. It does not appear the corrective action recommended from supervisors for employee performance issues was researched for this conclusion. Central Carrier Station issued 92 pieces of corrective action to carriers from November 2019 through February 2020. These corrective actions were based upon performance as well as attendance.

Postmaster or Customer Service Operations Manager will communicate each morning at 07:30. The purpose of this meeting is to ensure City Carrier Assistants are moved within the city to provide adequate staffing in each office to improve carrier returns prior to 18:00. Postmaster or Customer Service Operations Manager will also perform weekly reviews of PS Forms 3972 to ensure employees are being held accountable for being regular in attendance.

Target Implementation Date:

May 15, 2020

Responsible Official:

Postmaster, New Orleans and Station Manager, Central Carrier Station

Recommendation # 4:

We recommend the District Manager, Louisiana, instruct the Postmaster, New Orleans Central Carrier Station, to follow procedures to ensure arrow lock keys and Voyager cards are safeguarded and properly managed, and report lost or missing assets as required and reiterate the policies and procedures to unit management and staff.

Management Response/Action Plan:

Management agrees with the recommendation.

Arrow lock Key Inventory is now in place. Keys are being signed for daily via the accountable cage and cleared each evening upon carriers return. Lost and stolen keys are being reported to the District and Inspection Service as per the SOP. Voyager cards have been ordered for every vehicle.

Target Implementation Date:

May 15, 2020

Responsible Official:

Postmaster, New Orleans and Station Manager, Central Carrier Station

Recommendation # 5:

We recommend the District Manager, Louisiana, instruct the Postmaster, New Orleans Central Carrier Station, to follow procedures to ensure delivery vehicles are safeguarded, locked, and free of mail at the end of the day and reiterate the policies and procedures to unit management and staff.

Management Response/Action Plan:

Management agrees with the recommendations.

District Manager has instructed the Postmaster to confirm daily vehicle inspections are performed ensuring compliance of vehicles being locked, safeguarded, and free of mail. The PM Closing Supervisor responsible for this task will report an "All Clear" to the Postmaster and Customer Service Operations Manager.

Target Implementation Date:

May 15, 2020

Responsible Official:

Postmaster, New Orleans and Station Manager, Central Carrier Station



Scott Tosch
District Manager, Louisiana

cc: Corporate Audit and Response Management
Vice President, Delivery and Retail Operations
Vice President, Southern Area