

# White Plains Main Post Office, White Plains, NY: Delivery Operations

## AUDIT REPORT

Report Number 25-153-4-R26 | February 11, 2026



**United States Post Office**  
**White Plains, N.Y.**



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# Transmittal Letter



OFFICE OF INSPECTOR GENERAL  
UNITED STATES POSTAL SERVICE

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February 11, 2026

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

A handwritten signature in black ink, reading "Monica J. Brym", is centered below the recipient information.

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

**SUBJECT:** Audit Report – White Plains Main Post Office, White Plains, NY: Delivery Operations (Report Number 25-153-4-R26)

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

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 & Delivery Officer & Executive Vice President  
Vice President, Delivery Operations  
Vice President, Retail & Post Office Operations  
Vice President, Atlantic Area Retail & Delivery Operations  
Director, Retail & Post Office Operations Maintenance  
Corporate Audit Response Management

# Results

## Background

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

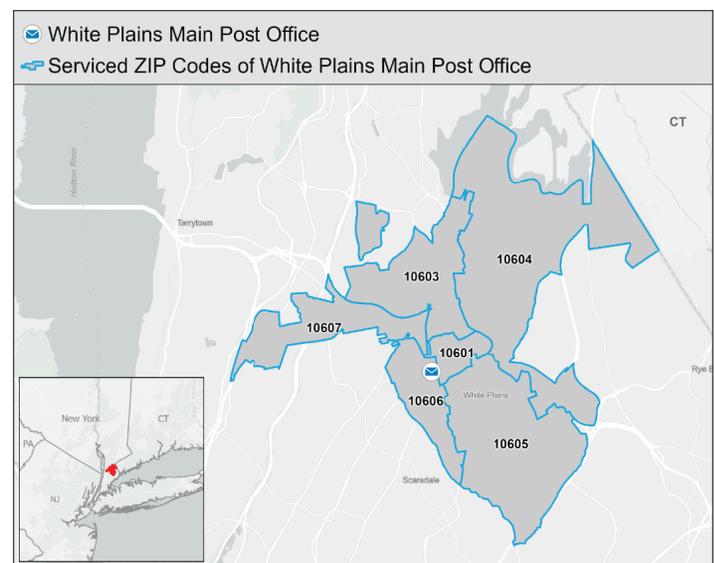
This interim report presents the results of our self-initiated audit of delivery operations and property conditions at the White Plains Main Post Office (MPO) in White Plains, NY (Project Number 25-153-4). The White Plains MPO is in the New York 3 District of the Atlantic Area and serves about 85,304 people in ZIP Codes 10601, 10603, 10604, 10605, 10606, and 10607, which are considered urban areas<sup>1</sup> (see Figure 1). The unit also services ZIP Code 10602 for PO Box routes.

This delivery unit has 63 city routes. From October 18 through November 14, 2025, the delivery unit had one postmaster and six supervisors.<sup>2</sup> During our site visit two of the six supervisors were assigned to a different facility but the unit had an additional three acting supervisors. As of October 31, 2025,<sup>3</sup> the year-to-date employee availability<sup>4</sup> rate for the White Plains MPO was 90.5 percent, which is under the Postal Service’s retail and delivery operations employee availability goal of 93.7 percent for fiscal year (FY) 2025.<sup>5</sup> The White Plains MPO is one of four delivery units<sup>6</sup> the OIG reviewed during the week of December 8, 2025, that are serviced by the Westchester Processing and Distribution Center (P&DC).

We assessed all units serviced by the Westchester P&DC based on the number of Customer 360 (C360)<sup>7</sup> delivery-related inquiries,<sup>8</sup> stop-the-clock (STC)<sup>9</sup> scans performed away from the delivery point and at the unit, undelivered route information, and Leg 1 and Leg 3 failures<sup>10</sup> from June 1 through August 31, 2025.

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

**Figure 1. ZIP Codes Serviced by the White Plains MPO**



Source: OIG analysis of ZIP Code data.

1 We obtained ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information.  
2 Assignments based on the Postal Service’s Time and Attendance Collection System (TACS). TACS is the system used by the Postal Service to automate the collection of employee time and attendance information.  
3 October 31, 2025, was the last day of Pay Period 22.  
4 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.  
5 As of January 8, 2026, the Postal Service had not published the FY 2026 employee availability goals.  
6 The other three units were the Yonkers MPO, Yonkers, NY (Project Number 25-153-1); the New Rochelle MPO, New Rochelle, NY (Project Number 25-153-2); and the Mount Vernon MPO, Mount Vernon, NY (Project Number 25-153-3).  
7 Customer 360 is a cloud-based application that enables Postal Service employees to diagnose, resolve, and track customer inquiries.  
8 Delivery-related inquiries include a compilation of package inquiry, package pickup, daily mail service, and hold mail inquiries.  
9 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.”  
10 Leg 1 failures occur when a mailpiece is collected and does not receive a processing scan at the P&DC on the day that it was intended. Leg 3 failures occur after the mailpiece has been processed at the P&DC on a final processing operation and is not delivered to the customer on the day it was intended.

**Table 1. Delivery Metric Comparison Between June 1 and August 31, 2025**

Delivery Metric	Unit Average per Route	District Average per Route
C360 Delivery Inquiries	9.7	3.2
STC Scans Performed at the Delivery Unit	4.5	2.7

Source: OIG analysis of Postal Service’s C360, and Product Tracking and Reporting (PTR) System data extracted September 30, 2025. PTR is the system of record for all delivery status information for mail and packages with trackable services and barcodes. Note: District average per route is based on delivery units with at least 30 carrier routes.

### Objective, Scope, and Methodology

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

To accomplish our objective, we focused on the following audit areas: delayed mail, package scanning, arrow keys,<sup>11</sup> carrier separations and transfers, Voyager card<sup>12</sup> transactions, property safety and security conditions, and package separations. Specifically, we reviewed delivery metrics, including the number of routes and carriers, mail arrival time, amount of reported delayed mail, package scanning, and carrier complement. During our site visit December 9–11, 2025, we reviewed mail conditions, package scanning procedures, arrow key security procedures, carrier separation and transfer procedures, Voyager card transactions, property safety and security conditions, and package separation procedures. We also analyzed the scan status of packages at the carrier cases and interviewed unit management and employees. We discussed our observations and conclusions with management on January 23, 2026, and included its comments, where appropriate (see Table 2).

We are issuing this interim report to provide the Postal Service with timely information regarding conditions we identified at the White Plains MPO.

<sup>11</sup> 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.  
<sup>12</sup> The U.S. Postal Service uses credit cards, called Voyager cards, to pay for commercially purchased fuel, oil, and routine maintenance for its vehicles.  
<sup>13</sup> The capping report project number is 25-153.

We will issue a separate capping report<sup>13</sup> that provides the Postal Service with the overall findings and recommendations for all four delivery units, as well as the district. The capping report will include actions taken by management to address the issues identified in this interim report. See [Appendix A](#) for additional information about our scope and methodology.

### Results Summary

We identified issues affecting delivery operations at the White Plains MPO. Specifically, we found issues with three of the areas we reviewed (see Table 2).

**Table 2. Summary of Results**

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

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

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

- Arrow Keys – We observed the procedures for safeguarding and management of arrow keys and did not identify any issues.
- Carrier Separations and Transfers – We analyzed employee data from October 4 through November 14, 2025. 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.

- Property Conditions – During our visit, we did not identify any issues with property conditions related to safety or security.
- Package Separations – We observed package separation procedures on December 10, 2025, and determined the unit was properly separating Priority Mail from non-Priority Mail packages.

# Finding #1: Delayed Mail

## What We Found

On the morning of December 9, 2025, we identified 30,801 delayed mailpieces at 52 carrier cases and the Postal Automated Redirection Systems (PARS)<sup>14</sup> area (see Table 3). Specifically, we identified 21,670 letters, 9,089 flats and 42 packages.<sup>15</sup> In addition, management did not report this mail as undelivered in the Delivery Condition Visualization (DCV)<sup>16</sup> system. See Table 3 for the number of pieces for each mail type and Figure 2 for examples of delayed mail found at carrier cases. Further, the carriers did not complete Postal Service (PS) Forms 1571, *Undelivered Mail Report*,<sup>17</sup> to document undelivered mailpieces.

**Table 3. Types of Delayed Mail Identified**

Type of Mail	Carrier Cases	PARS Area	Total Count of Delayed Mail
Letters	18,195	3,475	21,670
Flats	7,600	1,489	9,089
Packages	42		42
<b>Totals</b>	<b>25,837</b>	<b>4,964</b>	<b>30,801</b>

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

## Why Did It Occur

The unit received more than 17,000 packages and prioritized package processing over other mail. Management stated that the PM supervisor did not record the delayed mail in the DCV system due to internet connectivity issues, but did not provide support that they reported the technical issue. Additionally, the morning supervisors did not enter the delayed mail into DCV because other duties took priority, such as trying to address the mail delivery demands. Furthermore, carriers did not complete PS Forms 1571, as management did not provide adequate oversight or training to ensure carrier familiarity with required reporting procedures.

**Figure 2. Examples of Delayed Mail in the Carrier Cases**



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

<sup>14</sup> PARS intercepts mail identified as undeliverable-as-addressed by matching a change-of-address record in the national database with the name and delivery address on the mailpiece.  
<sup>15</sup> Count of mail included individual piece counts and OIG estimate based on Postal Service conversion factors in Management Instruction PO-610-2007-1, *Piece Count Recording System* and Postal Service conversion factors in Handbook M-32, *Management Operating Data Systems*, Appendix D.  
<sup>16</sup> 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.  
<sup>17</sup> PS Form 1571, *Undelivered Mail Report*, lists all mail distributed to the carrier for delivery that was left in the office or returned undelivered.

## What Should Have Happened

Management should have ensured that all mail was processed and delivered daily. Postal Service policy<sup>18</sup> 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<sup>19</sup> to report all mail in the delivery unit after the carriers have left for their street duties as either delayed or curtailed in DCV. Further, management must update DCV if volumes have changed prior to the end of the business day. In addition, policy<sup>20</sup> 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. Also, management should have reported technical issues to the Help Desk.<sup>21</sup>

## Effect on the Postal Service and Its Customers

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

### Postal Service Response

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

<sup>18</sup> *Committed Mail & Color Code Policy for Marketing Mail* stand-up talk, February 2019.

<sup>19</sup> *DCV User Guide*, July 2025.

<sup>20</sup> *Redline Policy Standard Operating Procedures*.

<sup>21</sup> *Information Security, Handbook AS 805*, September 2022.

## Finding #2: Package Scanning

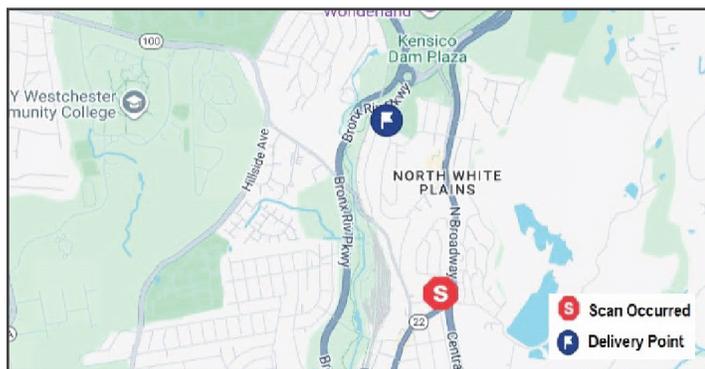
### What We Found

Employees handled packages incorrectly at the unit. Specifically, on the morning of December 9, 2025, before carriers arrived for the day, we judgmentally selected 30 packages from the carrier cases to review and analyze scanning and tracking history. Of the 30 sampled packages, 26 (86.7%) had improper scans or handling issues, including:

- Eighteen packages were scanned “Delivered.” Specifically, 17 packages were scanned “Delivered, PO Box,” and one was scanned “Delivered, Parcel Locker.” Packages should only be scanned “Delivered” when successfully left at the customer’s delivery address.
- Seven packages were scanned “Delivery Attempted – No Access to Delivery Location.” Six were scanned 0.7 miles away from the delivery address, and one package was scanned at the unit. Scans should be made as close to the delivery point as possible.

One package was scanned “No Secure Location Available” one mile away from the delivery address (See Figure 3). Scans should be made as close to the delivery point as possible.

**Figure 3. Scan Away From the Delivery Point in White Plains, NY**



Source: Postal Service Single Package Look Up.

### Why Did It Occur

These scanning issues occurred because unit management did not adequately enforce proper package scanning and handling procedures. Management explained that carriers have complained about the scanners malfunctioning, either freezing up or showing the wrong location. However, it did not report these scanning issues to the IT Helpdesk. For packages incorrectly scanned “Delivered to PO Box,” management explained that carriers incorrectly used clerk scanners to add an STC scan to the package. Management stated that it will instruct the carriers on proper scanning procedures.

### What Should Have Happened

Management should have enforced compliance with proper scanning procedures. The Postal Service’s goal is to ensure proper delivery attempts for mailpieces to the correct address,<sup>22</sup> which includes scanning packages at the time and location of delivery.<sup>23</sup> Also, management should have reported scanner technical issues to the Help Desk.<sup>24</sup>

### 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.

<sup>22</sup> *Delivery Done Right the First Time* stand-up talk, March 2020.

<sup>23</sup> *Carriers Delivering the Customer Experience* stand-up talk, July 2017.

<sup>24</sup> *Postal Service Standard Operating Procedure – Scanning*, Page 4.

# Finding #3: Premium Fuel Voyager Card Transactions

## What We Found

Unit management did not always properly reconcile unauthorized Voyager card premium fuel transactions. Specifically, we reviewed the Fuel Asset Management System (FAMS) reconciliation exception report for premium fuel transactions from May 31, through November 30, 2025, and identified 12 unauthorized premium fuel transactions valued at \$540. Although the transaction exceptions were marked as reconciled by unit management, none of the comments addressed the unauthorized premium fuel transactions. Additionally, six of these premium fuel transactions were from one carrier.

## Why Did It Occur

Management did not provide sufficient oversight to prevent the purchase of premium fuel. Despite unit management being aware that premium fuel should not be used for Postal Service vehicles, management did not communicate this requirement to carriers and failed to properly annotate the resolution of this issue in the FAMS reconciliation comments. The acting supervisor who incorrectly annotated these

comments stated that was the way he was instructed to complete the reconciliation. To correct this issue, the postmaster stated that he will train the supervisor on the correct use of the system.

## What Should Have Happened

According to Postal Service policy,<sup>25</sup> all high-risk transactions must have a comment entered for the transaction to be fully reconciled. If none of the pre-approved comment options are sufficient to explain the reason for the high-risk transaction, the "Other" option should be selected and an applicable comment entered manually.

## Effect on the Postal Service and Its Customers

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

## Postal Service Response

The Postal Service agreed with this finding.

<sup>25</sup> FAMS User Guide, Reconciliation by Exception Process, March 5, 2013.

# Appendix A: Additional Information

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We conducted this audit from October 2025 through February 2026 in accordance with generally accepted government auditing standards and included such tests of internal controls as we considered necessary under the circumstances. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective.

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

- Control Activities
- Information and Communication
- Monitoring

We developed audit work to ensure that we assessed these controls. Based on the work performed, we identified internal control deficiencies related to control activities, information and communication, and monitoring that were significant within the context of our objectives. We will issue a separate report that provides the Postal Service with the overall findings and recommendations for the White Plains, Yonkers, New Rochelle, and Mount Vernon MPOs, as well as the district.

We assessed the reliability of Product Tracking and Reporting, Delivery Condition Visualization, and the Time and Attendance Collection System data by reviewing existing information, comparing data from other sources, observing operations, and interviewing Postal Service officials knowledgeable about the data. We determined that the data were sufficiently reliable for the purposes of this report.

# Appendix B: Management's Comments



January 26, 2026

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: White Plains Main Post Office, White Plains, NY: Delivery Operations (Report Number 25-153-4-DRAFT)

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

Management generally agrees with the three findings in the report on delayed mail, package scanning, and Voyager card transactions.

Management has begun taking steps to address the three 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.

*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).

E-SIGNED by ROSELLE L MURRELL  
on 2026-01-26 13:43:45 EST

Roselle L. Murrell  
District Manager, New York 3 District

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

# OFFICE OF INSPECTOR GENERAL

UNITED STATES POSTAL SERVICE



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