



AUDIT REPORT

Delivery Issues – Westside Station, Tallahassee, FL

July 12, 2019



Report Number DRT-AR-19-010



July 12, 2019

MEMORANDUM FOR: THOMAS O. BILLINGTON
ACTING MANAGER, GULF ATLANTIC DISTRICT

E-Signed by Hilderbrand, Sherry 
VERIFY authenticity with eSign Desktop
Sherry A. Hilderbrand

FROM: Sherry A. Hilderbrand
Director, Delivery and Retail Response Team

SUBJECT: Audit Report – Delivery Issues – Westside Station,
Tallahassee, FL (Report Number DRT-AR-19-010)

This report presents the results of our Westside Station, Tallahassee, FL Delivery Issues audit (Project Number 19RG023DRT000).

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

Attachment

cc: Postmaster General
Kevin L. McAdams
Larry P. Munoz
Corporate Audit and Response Management

Background

This report presents the results of our self-initiated audit of Delivery Issues – Westside Station, Tallahassee, FL (Project Number 19RG023DRT000). We conducted the audit to provide U.S. Postal Service management with timely information on potential operational risks at the Westside Station.

The Westside Station is in the Gulf Atlantic District of the Southern Area. The Westside Station has 32 delivery routes (22 city and 10 rural) and 51 carriers (33 city and 18 rural). We selected the Westside Station based on our analysis of the unit's 1,272 Enterprise Customer Care (eCC) cases in Quarters (Q) 1 and 2 of fiscal year (FY) 2019. Most of the unit's eCC complaints (88 percent) were regarding "Where Is My Package" and "Where Is My Mail" (see Table 1).

Table 1. Westside Station FY 2019 Q1 and Q2 eCC Cases

Inquiry Type	Count	% Total
Where Is My Package	905	71%
Where Is My Mail	219	17%
Personnel	104	8%
Postal Facility/Business	44	4%
Total	1,272	

Source: U.S. Postal Service Office of Inspector General (OIG) analysis of Application System Reporting data.

Objective, Scope, and Methodology

Our objective was to evaluate mail delivery service at the Westside Station in Tallahassee, FL.

We reviewed eCC complaint data from October 1, 2018 through March 31, 2019, and conducted observations at the delivery unit from May 21 through May 22, 2019. We interviewed unit management and employees and analyzed the scan status of mailpieces at the carrier cases and in the "notice left" area.

We relied on computer-generated data from the eCC system. We did not test the validity of controls over this system; however, we verified the accuracy of the data by performing various tests and using reasonableness assertions. We determined that the data were sufficiently reliable for the purposes of this report.

We conducted this audit from May through July 2019, 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 June 12, 2019 and had a follow-up discussion on July 10, 2019, and included their comments where appropriate.

Finding #1

Our audit identified customer complaints related to package deliveries at a local university. The mail receiving agent for the university informed us of a suspected error in the university's Postal and Receiving Office ZIP Code, resulting in potential delivery errors and customer complaints.

We brought this issue to the Postal Service's attention in our draft report. As a result, the Postal Service has verified the accuracy of the university's addresses in its system and ensured the university has the correct information for its multiple addresses. The Postal Service also plans to meet with the Commercial Mailing Receiving Agent to better assist with their understanding of the correct mailing address and issue a letter to university students explaining the correct address and format. Therefore, we are not making a recommendation in this report.

Management's Comments

Management disagreed with the finding in our draft report and stated that the ZIP Code for the university's Postal and Receiving Office is correct in the Address Management System.

Regarding our recommendation, management stated they held a meeting with the District AMS, Finance, and Marketing managers to discuss and correct delivery issues and concerns. Management also plans to meet with the Commercial Mailing Receiving Agent to better assist with their understanding of the correct mailing address. Management also stated they will mail a letter to all students on as early as August 12, 2019, explaining the correct address and format. The target implementation date is August 20, 2019. See [Appendix A](#) for management's comments in their entirety.

Evaluation of Management's Comments

The OIG consider management's comments responsive.

Regarding management's disagreement with our draft report, after follow-up and further communication with the district management, we agree that the university's ZIP Codes were correct. We have updated our report accordingly and removed the recommendation from the final report.

Appendix A. Management's Comments

DISTRICT MANAGER (A)
GULF ATLANTIC DISTRICT



July 5, 2019

LAZERICK POLAND
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Draft Audit Report – Delivery Issues – Westside Station, Tallahassee, FL
(Report Number DRT-AR-19-DRAFT)

Thank you for the opportunity to respond to the Office of Inspector General (OIG) draft audit report "Westside Station, Tallahassee, FL (Report Number DRT-AR-19-DRAFT)."

Management disagrees with the finding that an incorrect ZIP Code in the Address Management System needs to be changed. The ZIP Code for the university's Postal and Receiving Office is correct in the Address Management System.

Recommendation #1:

We recommend the Manager, Gulf Atlantic District, ensure the Address Management System is updated for the University's correct ZIP Code.

Management Response/Action Plan:

At this time, the AMS database is accurate. A meeting was held with the District AMS Manager, District Finance Manager, District Marketing Manager, Tallahassee Officer in Charge and the TLH Westside Station Manager to discuss and correct the current delivery issues and concerns. A face to face meeting with the Commercial Mail Receiving Agent (CMRA) is planned to better assist with their understanding of the correct mailing address. The meeting will be initiated by the District Marketing Manager. A follow up meeting will be held within seven days of this letter to determine the outcome of the meeting with the CMRA with the District. With the school year starting on August 26, 2019, a letter will be mailed to all students explaining the correct addressing and formatting needed. This letter will be mailed as early as August 12, 2019. The letter will be initiated by the Tallahassee Postmaster and reviewed by the District Marketing Manager prior to mailing.

Target Implementation Date:

August 20th, 2019

Responsible Official:

Marketing Manager, Nathan King
Postmaster (OIC) Dan Becker

A handwritten signature in black ink, appearing to read "Tom Billington".

Tom Billington

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