



# AUDIT REPORT

## **Delivery Scanning Issues – Franklin Park Post Office, Franklin Park, IL**

July 9, 2019



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Report Number DRT-AR-19-008



July 9, 2019

**MEMORANDUM FOR:** TANGELA L. BUSH  
MANAGER, CENTRAL ILLINOIS 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 Scanning Issues – Franklin Park  
Post Office (Report Number DRT-AR-19-008)

This report presents the results of our review of Delivery Scanning Issues at the Franklin Park Post Office, Franklin Park, IL (Project Number 19RG025DRT000).

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact please contact Chad Stroup, Operational Manager, at [cstroup@uspsig.gov](mailto:cstroup@uspsig.gov) or me at 703-248-2100.

Attachment

cc: Corporate Audit and Response Management  
Kevin L. McAdams  
Erica Brix

## Background

This report presents the results of our self-initiated audit of Delivery Scanning Issues – Franklin Park Post Office, Franklin Park, IL (Project Number 19RG025DRT000). The Franklin Park Post Office is in the Central Illinois District of the Great Lakes Area. This audit was designed to provide U.S. Postal Service management with timely information on potential delivery scanning risks at the Franklin Park Post Office.

The Franklin Park Post Office has 27 regular city routes delivered by 35 city carriers (30 Full Time Regular city carriers and 5 City Carrier Assistants). We used geolocation data to identify units with stop-the-clock (STC) scans that occurred at the delivery unit instead of the intended delivery address. The unit had 11,785 STC scans at the delivery unit between February and April 2019 (see [Table 1](#)). The scans occurred on multiple routes and were intended for multiple delivery addresses throughout the timeframe.

**Table 1. Stop-The-Clock Scans at Delivery Unit**

February	March	April	Total
3,591	5,167	3,027	11,785

Source: U.S. Postal Service Office of Inspector General analysis of Product Tracking and Reporting (PTR) system data.

## Objective, Scope, and Methodology

Our objective was to evaluate the package delivery scanning process on select routes at the Franklin Park Post Office, Franklin Park, IL.

We analyzed delivery metrics that included scan data with STC scans that occurred at the delivery unit, mail arrival times, distribution up times, delayed mail, and carriers return to office time. We also conducted observations at the unit on June 4 and June 5, 2019 and analyzed the scan status of mailpieces at the carrier cases and in the “notice left” package area. Additionally, we interviewed delivery unit personnel and unit management to verify data and identify causes for STC scans at the delivery unit.

We relied on computer-generated data from the PTR 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 the data were sufficiently reliable for the purposes of this report.

We conducted this audit from June 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 July 1, 2019, and included their comments where appropriate.

## **Finding: Package Delivery Scanning**

We determined unit employees were improperly scanning packages at the unit and were not following package scanning and handling policies.

We analyzed the Global Positioning System data in the PTR system which showed employees scanned 11,785 packages with an STC scan at the Franklin Park Post Office rather than the delivery point, between February and April 2019. Per Postal Service policy,<sup>1</sup> city carriers must perform accurate STC scans for packages at the point of delivery.

We interviewed the three carriers who performed the scans for the addresses with the highest volumes of packages with STC scans at the unit. They identified the delivery points as businesses and stated that the scans were being performed at the unit for ease of delivery. Management stated most of these scans<sup>2</sup> were for one business that has since moved to a new location and is now serviced by another postal unit. Management had used firm sheets<sup>3</sup> in the past but stopped using them when the mail volume for this business began to decline. During our site visit, we also noted that three of the 15 judgmentally selected packages in the notice left area were missing a scan or had improper scans.

The Postal Service's goal is to ensure mail is delivered to the correct address with proper service, which includes scanning every mail piece at the point of delivery and ensuring 100 percent visibility throughout the process.<sup>4</sup>

The package scanning issues occurred because local management did not adequately enforce scanning procedures. 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 potentially improve mail visibility, increase customer satisfaction, enhance the customer experience and Postal Service brand.

**Recommendation #1: We recommend the Manager, Central Illinois District, instruct the Franklin Park Post Office Postmaster and management to follow delivery standard operating procedures for scanning packages, to include the use of firm sheets.**

<sup>1</sup> No Delivery/No Attempt and Scanning, November 2015.

<sup>2</sup> This business represented 10,616 of the 11,785 (90 percent) STC scans.

<sup>3</sup> A firm sheet is a list of packages for delivery to one address documented with a single barcode. Firm sheets are used to link packages sent to one address on a single form. Postal Service guidance states that firm sheet usage for delivery points that receive six or more trackable pieces per day.

<sup>4</sup> *Scanning at a Glance – Delivering 100 percent Visibility*, August 2011 and Delivery Done Right initiative.

## **Management's Comments**

Management agreed with the finding and recommendation. See [Appendix A](#) for management's comments in their entirety.

Regarding recommendation 1, management re-emphasized the use of a firm sheet to identify a list of packages delivered to one address. On June 25, 2019, management re-issued a Standard Operating Procedure covering firm sheet procedures. In addition, management developed and issued an action plan on June 12, 2019 regarding geo fencing. Training on proper scanning procedures was also provided to management on June 17, 2019 and employees on June 21, 2019. These actions were completed as of June 25, 2019.

## **Evaluation of Management's Comments**

The OIG considers management's comments responsive to the recommendations in the report. We consider recommendation 1 closed with the issuance of this report.

## Appendix A. Management's Comments

DISTRICT MANAGER  
CENTRAL ILLINOIS DISTRICT



**July 5, 2019**

LAZERICK C. POLAND  
DIRECTOR, AUDIT OPERATIONS

**SUBJECT:** Delivery Scanning Issues – Franklin Park Post Office  
(Report Number FT-FM-17-DRAFT)

The Central Illinois District agrees with the findings contained in this report.

**Central Illinois District agrees that unit employees were improperly scanning packages at the unit and not following package scanning and handling policies.**

### **Recommendation 1**

**We recommend the Manager, Central Illinois District,** instruct the Franklin Park Post Office Postmaster and management to follow delivery standard operating procedures for scanning packages, to include the use of firm sheets.

### **MANAGEMENT RESPONSE/ACTION PLAN:**

Between February and April 2019, employees scanned 11,785 packages with a stop-the-clock (STC) scan at the Franklin Post Office for a reshipping company. The daily average volume for this re-shipper was more than 1300 packages. Items were scanned delivered in the office and placed in bags for delivery at a loading dock.

Management re-emphasized the usage of a firm sheet to identify a list of packages to one address which is documented with a single barcode. The firm sheet will identify delivery points that receive six or more track able pieces per day. Management developed and issued a standard operating procedure (SOP) on March 7, 2019, and re-issued it on June 25, 2019, to this unit. The standard operating procedures (SOPs) have been and will continue to be discussed with the Franklin Park Post office management team, to include the supervisor responsibilities for these activities.

Management developed and issued an action plan with the unit on Geo fencing on June 12, 2019. Training was provided on June 17, 2019 to the management staff which included a checklist. Training for all employees was conducted on "Scanning at a Glance for Carriers" (Delivering 100% Visibility) on June 21, 2019.

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DISTRICT MANAGER  
CENTRAL ILLINOIS DISTRICT

District Operations Programs Support will monitor the geo-location data daily to identify stop-the-clock (STC) scans that occur at the delivery unit instead of the intended delivery address.

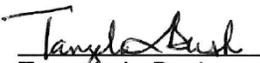
**Target Implementation Date:**

The last Standard Operating Procedure (SOP) was implemented in March 2019 and re-issued on June 25, 2019.

**Responsible Official:**

The Franklin Park Post Office installation head, along with support from the District Operations Programs Support staff and Manager Post Office Operations is responsible for the implementation of the actions listed herein.

Please contact District Manager, Central Illinois, via email or by phone at 708-563-7807, should you have any questions regarding this response.

  
Tangea L. Bush

cc: Sally K. Haring, Manager, Corporate Audit response Management  
U.S. Postal service @ CARMANAGER@USPS.GOV