



March 8, 2005

PAUL E. VOGEL
VICE PRESIDENT, NETWORK OPERATIONS MANAGEMENT

WILLIAM J. BROWN
VICE PRESIDENT, SOUTHEAST AREA OPERATIONS

SUBJECT: Audit Report – Mail Backlogs at the Hartsfield-Jackson Atlanta International Airport (Report Number NL-AR-05-002)

During the Christmas holiday period, Wednesday, December 22, 2004, through Tuesday, December 28, 2004, the United States domestic airline industry was disrupted by bad weather, computer malfunction, and labor unrest. According to media reports, the disruption—which involved Delta Airlines and U.S. Airways—delayed thousands of passengers, resulted in 1,600 flight cancellations, and overwhelmed the commercial air network with undelivered passenger luggage.

On Monday, December 27, 2004, we received a report from a Postal Service employee that there were significant mail backlogs at the Hartsfield-Jackson Atlanta International Airport, and that the delays involved Delta Airlines. We immediately notified officials at Postal Service Headquarters, and at the time of our notification, the officials were already aware of the backlogs and working to correct them.

This report presents results from our audit of air network operations (Project Number 04YG023NL000). Its purpose is to immediately follow-up with Postal Service officials concerning the mail backlogs we observed.

Reacting to the information provided by the Postal Service employee, we conducted several inspection visits to the Hartsfield-Jackson Atlanta International Airport and the Postal Service Atlanta Air Mail Center. During our inspections, we observed mail staged on the airport tarmac awaiting transportation by Delta Airlines. Initial media reports published December 29, 2004, estimated that backlogged mail exceeded 100,000 pounds—or enough to fill at least 22 delivery vans. Our inspections indicated that the mail could have been two to four times as much. As a result of Delta's inability to transport mail tendered to it, the Postal Service incurred unanticipated costs to

repossess and reroute the mail, including higher than normal contract expenditures for “emergency hire” surface transportation.

The Postal Service contract with Delta Airlines allows the Postal Service to assess damages when Delta causes mail tendered to it to be repossessed and rerouted. Adverse weather was clearly a factor in disrupting the air transportation network—but the airline’s computer failure, and other airline actions may have also contributed. We recommended that the Postal Service make necessary inquiry into the conditions involving Delta Airlines, and take corrective action, such as assessing contract penalties, or other corrective action as may be appropriate.

Management agreed with our findings and recommendation. They stated that it was their standard procedure to monitor conditions, and that their procedures were followed in Atlanta during the holiday period. Management explained that during the period, December 21-31, 2004, they repossessed 153,340 pounds of mail tendered to Delta Airlines, and as a result, Delta lost approximately \$49,069 in revenue and incurred \$36,091 in contract penalties. Management also explained that on February 2, 2005, they were notified by Delta, that Delta would no longer route mail through Atlanta, Cincinnati, or Salt Lake City, and that the action would mitigate future backlogs.

Management’s comments were responsive to our recommendation. The intent of our report was to immediately notify management of the mail backlogs we observed so management could take whatever action they considered appropriate under the circumstances. We applaud management’s rapid reaction to the conditions in Atlanta, and we consider the actions taken sufficient to address the issues we identified. Management’s comments and our evaluation of these comments are included in this report.

The Office of Inspector General (OIG) considers recommendation 1 significant and closed because management’s timely corrective actions resolved the identified issues. Consequently, the Postal Service can close the recommendation in their follow-up tracking system.

We appreciate the cooperation and courtesies provided by your staff during our work. If you have any questions or need additional information, please contact Joe Oliva, director, Transportation, or me at (703) 248-2300.

/s/ Mary W. Demory

Mary W. Demory
Deputy Assistant Inspector General
for Core Operations

Attachments

cc: Keith Strange
Anthony M. Pajunas
John C. Bonafilia
Steven R. Phelps

INTRODUCTION

Background

During the Christmas holiday period, Wednesday, December 22, 2004, through Tuesday, December 28, 2004, the United States domestic airline industry was disrupted by bad weather, computer malfunction, and labor unrest. According to media reports, the disruption—which involved Delta Airlines and U.S. Airways—delayed thousands of passengers, resulted in 1,600 flight cancellations, and overwhelmed the commercial air network with undelivered passenger luggage.

Hartsfield-Jackson
Atlanta International Airport
December 30, 2004.

Mail staged on the airport
tarmac awaiting
transportation by Delta
Airlines.



On Monday, December 27, 2004, we received a report from a Postal Service employee that there were significant mail backlogs at the Hartsfield-Jackson Atlanta International Airport, and that the delays involved Delta Airlines. We immediately notified Network Operations Management officials at Postal Service Headquarters, and at the time of our notification, officials were already aware of the backlogs and were working to correct them.

Objective, Scope, and Methodology

Our audit objective was to determine whether air network operations were effective, and to identify opportunities to save money. The purpose of this report was to immediately follow-up with officials concerning mail backlogs we observed. We reported our observations immediately so

management could take whatever action they consider appropriate under the circumstances.

During our work, we inspected facilities at the Hartsfield-Jackson Atlanta International Airport. Our initial inspection was conducted December 28, 2004, followed by subsequent inspections. During the various inspections, we noted large quantities of mail staged on the airport tarmac. We inspected the mail, observed, and photographed operations, interviewed personnel at Postal Service Headquarters and the Postal Service Atlanta Air Mail Center. We examined Air Mail Center records, reviewed published media reports, and recorded factual information about conditions.

We observed this mail staged for transportation during a follow-up inspection January 7, 2005.



Because of time constraints and challenging operating conditions, we could not weigh or independently verify the weights estimated by on-site Postal Service employees, or by Postal Service Headquarters officials. Consequently, we relied upon their estimates, the limited documentation immediately available to us, and we characterized the information accordingly.

For similar reasons, and because Delta Airlines commingled all mail in their sort process, we could not readily determine whether the mail we observed was rerouted through Atlanta

or originated locally, and we could not readily determine what portion of the mail we observed was actually delayed.

We conducted work associated with this report from December 2004 through March 2005 in accordance with generally accepted government auditing standards and included such tests of internal controls that we considered necessary under the circumstances. We discussed our observations and conclusions with appropriate management officials and included their comments, where appropriate.

**Related Audit
Coverage**

On Tuesday, December 28, 2004, the United States Department of Transportation announced that the Transportation Inspector General would examine the holiday weekend air system disruption involving Delta Airlines and U.S. Airways, and that the examination would be part of a larger review considering whether United States air carriers were honoring their customer service commitments.

RESULTS

Mail Backlog and Delays

During our airport inspections, we observed excessive amounts of mail staged on the airport tarmac awaiting transportation by Delta Airlines. Initial media reports

Mail staged in Delta Airlines
storage area
December 28, 2004.



published December 29, 2004, estimated that the delayed mail exceeded 100,000 pounds—or enough to fill at least 22 delivery vans. Our inspection indicated the volume might

Estimates of the weight
contained in each
cart varied.

Atlanta Airmail Center
employees estimated
that each cart contained
approximately 1,200 to
1,500 pounds.

Postal Service Headquarters
officials estimated that each
cart only contained between
700 to 1,000 pounds.



have been two to four times as much. Specifically, we observed about 150 carts at several airport locations, and our examination of Atlanta Air Mail Center records indicated

that during the period December 22, 2004, through December 28, 2004, there may have been as many as 360 carts staged at one time.

Atlanta Air Mail Center employees estimated that each cart contained approximately 1,200 to 1,500 pounds. Postal Service Headquarters officials estimated less, stating that each cart only contained between 750 to 1000 pounds. Both headquarters and local officials also pointed out that it was uncertain whether all mail contained in the carts was actually delayed.

On December 23, 2004, a Postal Service customer paid \$36.20 to Express Mail this Christmas package.

On December 28, 2004, the Christmas package was sitting on the tarmac at the Hartsfield-Jackson Atlanta International Airport.



Notwithstanding discrepancies on volume estimates, or whether the mail was delayed or on time, the conditions associated with mail staged on the tarmac awaiting transportation were compelling, and they required immediate attention. On-site Atlanta Air Mail Center employees explained:

- The mail had been tendered to Delta and was in Delta's possession.
- They were repossessing the mail and reassigning it to other transportation modes.

Our inspection identified the mail as Express, Priority, and First-Class—much of it well beyond service commitment times—and some of it received from Postal Service customers as early as December 21, 2004. Postal Service

officials stated that the backlog began December 22, 2004, when a snow storm in Cincinnati, Ohio, forced Delta to reroute flights through Atlanta. The officials explained that:

- The backlog worsened with a computer failure at Delta subsidiary Comair on December 25, 2004.
- High holiday passenger volume, passenger luggage, and mail volume contributed to the backlog.
- The Postal Service contract with airlines prioritized mail behind passengers and passenger luggage.
- When the air system approaches capacity, “mail gets bumped.”
- Delta stopped accepting mail from the Atlanta Air Mail Center on December 24 and December 25.

This mail was staged awaiting transportation on December 30, 2004.



Atlanta Air Mail Center employees explained that:

- Their scanning equipment was not adequate for the amount of mail they were required to repossess and reroute.
- All mail—Express, Priority and First-Class—current and dated—was mixed—and expedited older mail was not going out first.

- They were probably re-handling the same mail several times.
- Backlogged mail was so excessive; Delta ran out of carts and had to store mail on pallets in a warehouse.

As a result of Delta's inability to transport the mail tendered to it, the Postal Service incurred unanticipated costs to repossess and reroute mail, including higher than normal contract expenditures for "emergency hire" surface transportation. Additional unanticipated costs to the Postal Service also include the intangible cost of customer dissatisfaction, and in the case of Express Mail, potential reimbursement to customers because the Postal Service did not meet its customer service commitment.

The Postal Service's contract with Delta Airlines allows the Postal Service to assess damages when Delta causes mail tendered to it to be repossessed and rerouted. Adverse weather was clearly a factor in disrupting mail—but so was the airline's computer failure, and other airline actions may have also contributed.

Recommendation

We recommend the vice president, Network Operations Management, and the vice president, Southeast Area Operations:

1. Make necessary inquiry into the conditions involving Delta Airlines at the Hartsfield-Jackson Atlanta International Airport during the holiday period, and take corrective action, such as assessing penalties under the contract, or other corrective action as may be appropriate.

**Management's
Comments**

Management agreed with our findings and recommendation. They stated that it was their standard procedure to monitor conditions, and that their procedures were followed in Atlanta during the holiday period. Management explained that during the period, December 21-31, 2004, they repossessed 153,340 pounds of mail tendered to Delta Airlines, and as a result, Delta lost approximately \$49,069 in revenue, and incurred \$36,091 in contract penalties. Management also explained that on February 2, 2005, they were notified by Delta, that Delta would no longer route mail

through Atlanta, Cincinnati, or Salt Lake City, and that the action would mitigate future backlogs. Management's comments, in their entirety, are included in the appendix of this report.

**Evaluation of
Management's
Comments**

Management's comments were responsive to our recommendation. We did not audit repossessed mail volume or weight, lost revenue, or contract penalties. The intent of our report was to immediately notify management of the mail backlogs we observed so management could take whatever action they considered appropriate under the circumstances. We applaud management's rapid reaction to the conditions in Atlanta, we consider the actions taken sufficient to address the issues we identified, and we consider our recommendation closed.

APPENDIX. MANAGEMENT'S COMMENTS

PAUL VOGEL
VICE PRESIDENT, NETWORK OPERATIONS MANAGEMENT



February 18, 2005

KIM H. STROUD

SUBJECT: Transmittal of Draft Audit Report – Mail Backlogs at the Hartsfield-Jackson
Atlanta International Airport (Report Number NL-AR-05-DRAFT)

This is in response to the letter from Mary W. Demory dated January 19. We agree with the Office of Inspector General's (OIGs) findings and recommendation. As stated in the audit, postal officials were "already aware of the backlogs and working to correct them."

The following addresses the two central aspects of the recommendation in detail.

OIG Recommendation: Make necessary inquiry into the conditions involving Delta Airlines (Delta) at the Hartsfield-Jackson Atlanta International Airport during the holiday period, and take corrective action, such as assessing penalties under the contract, or other corrective action as may be appropriate.

Action: Postal officials were aware of backlogs and were working to correct them.

It is standard procedure for Headquarters Logistics, Area Distribution Networks (DN), and Airport Mail Centers (AMCs) to monitor Commercial Air (CAIR) carriers' ramp conditions using the Airport Mail Center Condition Reporting System (AMCCRS). Exhibit A-1 is a daily record of Delta's Atlanta airport ramp conditions as reported by the Atlanta AMC in the AMCCRS. It should be noted that only some of the AMCCRS-reported delayed volume was repossessed (see Exhibit B-1) as the remainder was lifted by Delta on the next day's flights.

In addition, during the December peak mailing season, Headquarters Logistics conducts daily teleconferences with the CAIR carriers. Exhibit A-2 lists notes from those telecons and from email correspondence referencing Delta conditions in Atlanta.

Because the Delta hub operation in Atlanta has been crucial to the U.S. Postal Service's (USPS) performance, the Southeast Area DN office closely monitors and analyzes ramp conditions there. Exhibit A-3 is a brief overview of the Delta-Atlanta data regularly analyzed by the Southeast Area.

Repossessing mail from a CAIR carrier is the contractual method of penalizing and correcting a carrier's failure to lift mail in a timely manner. When mail is repossessed, the carrier loses potential revenue and is assessed a fine.

Because of Delta's failure to lift all mail volumes that were tendered to them in a timely manner and in order to provide the best possible service to their customers, USPS officials repossessed 153,340 pounds of mail from Delta in Atlanta during the period of December 21-31, 2004, for a Delta revenue loss of approximately \$49,069, by using an average of 32 cents per pound, and an additional penalty to Delta of \$23,001, using 15 cents per pound.

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-7100
202-268-7666
FAX: 202-268-6251
www.usps.com

- 2 -

Exhibit B-1 lists the repossessed volume by date, by destination, and by carts and/or weight. A conversion of 920 pounds per cart was used for Exhibit B-1.

Exhibit B-2 is Form 7440 for the 66,076 pounds that was repossessed and was manually charged to Delta totaling \$9911.

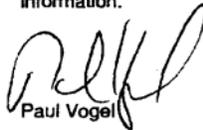
For the remaining weight of 87,264 pounds, the penalty of \$13,090 was charged to Delta using the OnRamp system. Exhibit B-3 is the OnRamp-generated Form 2766 for the month of December. The "Recommended - Failure to Load" volumes of 2,256 pounds and 123,421 pounds totaling 125,677 pounds include the 87,264 pounds for the 11-day period of December 21-31.

Exhibit B-4 is an OnRamp-generated listing by date of Form 2759 for the month of December which demonstrates that about 85 percent of December repossessions from Delta in Atlanta were during the period of December 21-31.

On February 2, the U. S. Postal Service received notification from Delta of their intent to no longer offer transfer routings on the Delta system effective March 5. This means mail will no longer be routed on Delta, through the following hubs: Atlanta, Cincinnati, and Salt Lake City mitigating future backlogs.

In conclusion, USPS Headquarters Logistics, Area DNs, and AMCs maintain a close watch on CAIR carrier ramp conditions. In the interest of achieving service performance for postal customers, we repossess and reroute mail when necessary by air or surface, and impose penalties on CAIR carriers as allowed under the CAIR contract. These procedures were followed in Atlanta during the audit period.

Please contact Joel Rosen, Transportation Specialist, at 202-268-4329, if you need more information.



Paul Vogel

Attachments

cc: Mr. Brown
Mr. Pajunas
Mr. Bonafilia

Exhibit A-1

AMCF	Carrier	Condition	Date	Weight
ATL	DL		12/20/2004 23:27	23256
ATL	DL		12/21/2004 23:03	21246
ATL	DL		12/23/2004 23:34	103464
ATL	DL		12/24/2004 23:30	78192
ATL	DL		12/26/2004 23:06	54042
ATL	DL		12/27/2004 23:16	14238
ATL	DL		12/29/2004 23:17	44727
ATL	DL		12/30/2004 23:14	46665
ATL	DL		12/31/2004 23:15	21021

Exhibit A-2

Telecon and email notes in reference to ATL

- December 21, 2004: Luggage lifted but not mail
- Dec 22: MGM and SHV repossessed and trucked by USPS. USPS was diverting volume to SE HASP.
- Dec 22: ATL AMC repossessed and trucked FCM to SE HASP for HWY trips.
- Dec 23: DL reported ATL heavy because of CVG flight cancellations. Passengers and baggage diverted to ATL.
- Dec 24: DL will not accept any postal added routings for Dec 27th and 28th.
- Dec 24: From [REDACTED] (Delta rep): Status of ATL sorters. DL still had 2400 delayed bags (luggage). DL was looking to turn mail back to USPS. No mail to be lifted to heavy-baggage destinations.
- Dec 27: Message from [REDACTED]: "We can't get caught up on bags. ATL is still saturated with them, hampering getting mail loaded....We are rejecting all postal-added routings for today and tomorrow."
- Dec 27: Message from [REDACTED] internal to DL stations: "Please visit your local AMC immediately and work with them to reduce mail caps to no more than 2000 lbs on narrow body and 8000 lbs per wide body flights into ATL...."
- Dec 28: So far we have repossessed 7 OTR's of express mail for various destinations.
- Dec 28: Repossessed and reassigned to 20 carts FX
- Dec 29: AMCs reported that local DL Managers are not accepting any transfer volumes through ATL; USPS requested DL corporate to notify their out-stations not to refuse transfer mail for ATL. Delta is putting on their own highway service to MGM.
- Dec 29: DL metering mail into ATL – 1000 pounds per narrow body, 3000 pounds per wide body.
- Dec 30: DL is not accepting transfer mail thru ATL. AMC repossessed 20 carts and sent to SE HASP.

Exhibit A-3

From Southeast Area Distribution Networks

Mail, tendered to Delta Airlines for transfer in Atlanta, is regularly monitored and evaluated for conditions that may impact Postal customers. Delta and Postal representatives conduct on-ramp inventories together daily. Traditionally the Postal representative is a uniformed Ramp Clerk, with familiarity of ramp operations and high level of transfer operations knowledge and requirements.

The following chart compares transfer volume to delayed (formerly: rollover) volume.

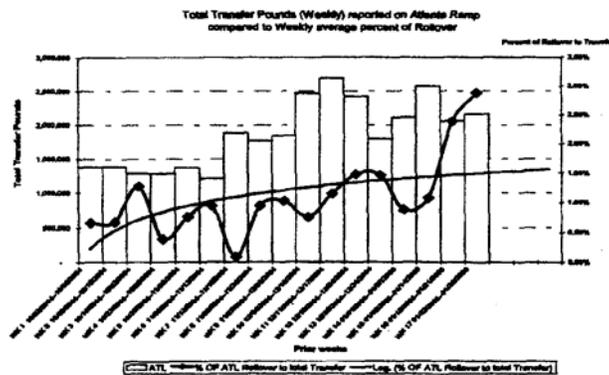


Figure 1. Ratio of rollover to total transfer pounds (Atlanta AMCRS)

The following two charts track unsorted Delta-Atlanta carts. Note the significant improvement after December 24, when repossessions were being made.

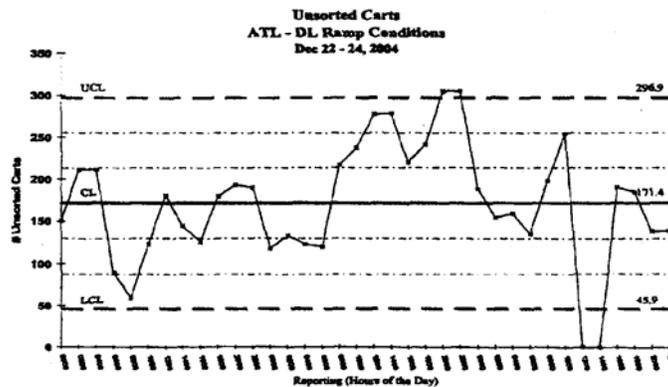
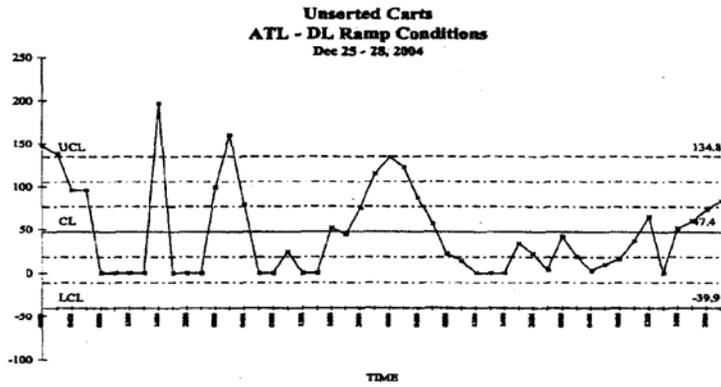
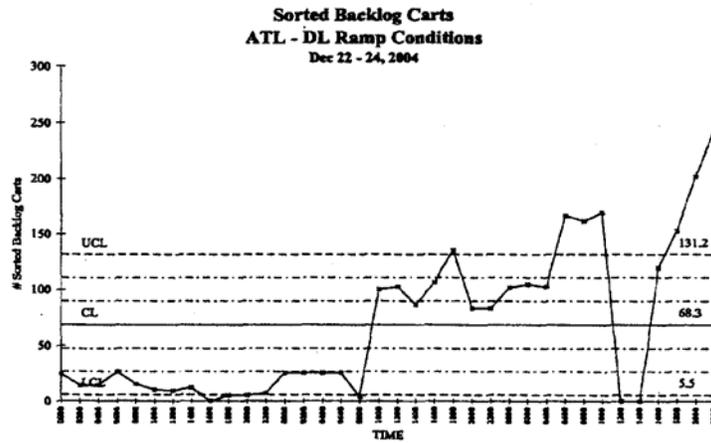


Figure 2. Abstract of Ramp Inventory Report for Atlanta AMC 12/22 - 12/24/2004.

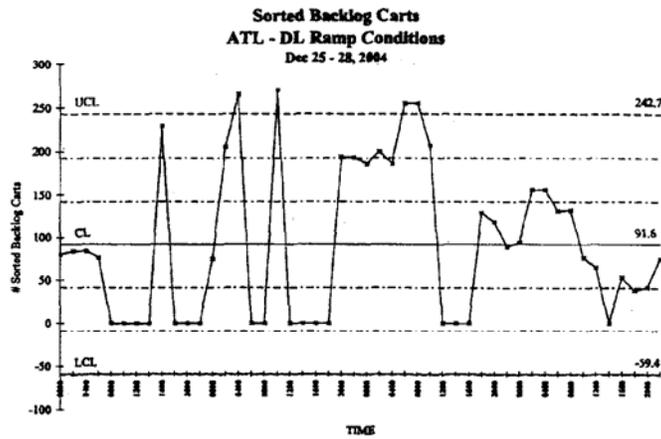


(Figure 3. Abstract of Ramp Inventory Report for Atlanta AMC 12/25 - 12/28/2004)

The next two charts track sorted, backlogged carts of mail.



(Figure 4. Abstract of Ramp Inventory Report for Atlanta AMC 12/22 - 12/24/2004)



(Figure 5. Abstract of Ramp Inventory Report for Atlanta AMC 12/25 - 12/28/2004)

Exhibit B-1

DATE	DEST	CARTS	WEIGHT	DISPATCH LOCATION
28-Dec	CRW	3	8	ATL HASP
28-Dec	ROC	2	2	ATL HASP
28-Dec	BUF	5	10	ATL HASP
28-Dec	GRR	5	10	ATL HASP
28-Dec	BTR	1	2	ATL HASP
28-Dec	CRP	1	2	ATL HASP
28-Dec	CT	2	4	ATL HASP
29-Dec	ICT	1	2	ATL HASP
29-Dec	GRR	7	14	ATL HASP
29-Dec	CRW	6	12	ATL HASP
29-Dec	CRP	1	2	ATL HASP
29-Dec	BTR	3	6	ATL HASP
29-Dec	MGM	8	12	ATL HASP
29-Dec	ROA	1	2	ATL HASP
29-Dec	SHV	1	2	ATL HASP
29-Dec	BUF	1	2	ATL HASP
29-Dec	ROC	2	4	ATL HASP
29-Dec	CAE	5	10	ATL HASP
29-Dec	SHV	1	2	ATL HASP
29-Dec	SHV	2	1	ATL HASP
29-Dec	CHA	2	3	ATL HASP
29-Dec	MGM	2	3	AMC
29-Dec	BTR	2	3	ATL HASP
29-Dec	ICT	1	1	ATL HASP
29-Dec	CRW	1	1	ATL HASP
29-Dec	CRP	1	1	ATL HASP
29-Dec	DSM	1	1	ATL HASP
29-Dec	BUF	2	3	ATL HASP
29-Dec	ROC	2	2	ATL HASP
29-Dec	MEV	1	2	ATL HASP
29-Dec	ROA	1	1	ATL HASP
30-Dec	ROC	1	2	ATL HASP
30-Dec	DSM	1	2	ATL HASP
30-Dec	CHA	1	2	ATL HASP
30-Dec	BTR	3	4	ATL HASP
30-Dec	MGM	2	2	AMC
30-Dec	SHV	1	2	ATL HASP
30-Dec	SYR	1	2	ATL HASP
30-Dec	ROC	1	1	ATL HASP
30-Dec	ROA	1	3	ATL HASP
30-Dec	ROA	2	4	ATL HASP
30-Dec	CHA	1	2	ATL HASP
30-Dec	IND	1	3	ATL HASP
30-Dec	ICT	1	2	ATL HASP
30-Dec	ICT	1	2	ATL HASP
30-Dec	MGM	1	3	AMC
30-Dec	GRR	1	2	ATL HASP
30-Dec	CRP	1	3	ATL HASP
30-Dec	SHV	1	2	ATL HASP
30-Dec	CRW	1	2	ATL HASP
30-Dec	CRW	1	2	ATL HASP
30-Dec	SHV	1	2	ATL HASP
31-Dec	SHV	2	5	ATL HASP
31-Dec	CAE	1	3	ATL HASP
31-Dec	CRP	1	2	ATL HASP

91,080

DATE	DEST	CARTS	WEIGHT	DISPATCH LOCATION
21-Dec	STL	1	460	ATL HASP
21-Dec	OKC	1	800	ATL HASP
21-Dec	SDF	5	4750	ATL HASP
21-Dec	GBO	2	1700	ATL HASP
22-Dec	MEM	1	800	ATL HASP
23-Dec	STL	1	385	ATL HASP
23-Dec	MEM	6	6600	ATL HASP
23-Dec	OKC	5	4800	ATL HASP
24-Dec	CAE	4	4006	ATL HASP
24-Dec	CAE	2	1720	ATL HASP
24-Dec	STL	3	2383	ATL HASP
24-Dec	CVG	1	1100	ATL HASP
24-Dec	MGM	1	958	AMC
24-Dec	JAN	2	2181	ATL HASP
24-Dec	REC	8	8482	ATL HASP
24-Dec	PHL	1	660	ATL HASP
24-Dec	MGM	1	827	AMC
24-Dec	BHM	2	1386	AMC
25-Dec	PDX	5	4700	AMC

82 47,850

DATE	DESTINATION	PIECES	WEIGHT	DISPATCH LOCATION
24-Dec	BWR	55	885	FL AIR TRAN
24-Dec	MEG	38	540	FL AIR TRAN
24-Dec	MBY	75	1086	FL AIR TRAN
27-Dec	PII	146	2176	FL AIR TRAN
27-Dec	MSP	134	2010	FL AIR TRAN
27-Dec	BUF	73	1086	FL AIR TRAN
27-Dec	PHS	64	810	FL AIR TRAN
27-Dec	ROC	186	2876	FL AIR TRAN
27-Dec	MEM	211	3185	FL AIR TRAN
27-Dec	MKE	77	1156	FL AIR TRAN

870 14,410

Revenue
Total wt. Penalty \$
153,340 \$23,001 \$48,068

Exhibit B-2

7440 Adjustment Report

Selection Criteria

Year: 2006
 Status: Data not Approved
 Contract Type: CAIR
 Carrier Code: DL
 Control Number: 06DL 00001

Carrier Information

Contract Number:	CAIR-03-DL	Contract Type:	CAIR
Received Date:	01/26/2005	Received By:	POWELLCD
Approved Date:		Approved By:	
Authorized Date:		Authorized By:	
Debit Paid:	0.0	Credit Paid:	0.0
Pay Claim:		Number of Detail:	1
Delete Indicator:	N	Paid Date:	
Total Amount:	(\$9,911.40)		

Adjustment Details

ADJ CD	RTE	FIN NO	Acct No	Pay/Ded	AdjAmt	AdjWt	ExTax	Tax
retro adjustment	DL	670400	53501	ded	\$9,911.40	660676	N	\$0.00
Comments: Representation from air to surface irregularities.						66,076		

Exhibit B-3

Page 1 of 1



OnRamp > IMTS > PS Form 2766 - Search

Wednesday,
2/2/2005
User: JACKIE
O HICKS

Logout | Site Map | Help



PS Form 2766 - Modify



Reporting Unit: ATL				Air Contractor: DL - Delta				
Type of Service: Domestic				Level: Local				
Period Covered: December, 2004		Recommended			Not Recommended			HQ Use Only
Type of Mishandling	Forms 2759	Pieces	Weight	Forms 2759	Pieces	Weight	Penalties	
Failure to Load - Origin	8	32	2256	5	10	474	\$0	
Failure to Load - Transfer	108	8511	123421	45	122	11176	\$0	
Failure to Protect - Damaged Mail	518	1597	36271	0	0	0	\$0	
Failure to Protect - Dropped or Unattended Mail	30	85	1148	0	0	0	\$0	
Totals:	664	10225	163095	50	132	11650	\$0	
Negotiated Total Penalty:							0	
Comments								
Was Air Contractor Meeting Held? <input type="radio"/> Yes <input checked="" type="radio"/> No				If "Yes", Date Held				

<http://onramp/Prod/USPS/Form2766/2766Details.asp?Mode=Modify&IncidentSummaryKe...> 2/2/2005

Adjudication - Search Results

Exhibit B-4

Page 1 of 5



Wednesday,
2/2/2005
User: JACKIE
O BECKS

OnRamp > IMTS > Adjudication - Search

Logout | Site Map | Help

← Adjudication - Search Results

Search Results - 108 matches:

Click on the PS Form 2759 incident ID number to view the incident in read-only mode. Or, click on incident. Note that the checkboxes in the 'Print' column affect which incidents are processed by the buttons.

Edit	2759 ID	Date Entered	Air Carrier	Site	Type	C	V	I	Source	L
<input checked="" type="checkbox"/>	58124	12/31/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57249	12/31/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	58122	12/31/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57250	12/31/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57813	12/31/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57381	12/31/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57216	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57215	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57018	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57017	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57869	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57016	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57015	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57868	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57014	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57013	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57012	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57011	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
<input checked="" type="checkbox"/>	57063	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y

<http://onramp/Prod/USPS/Form2759/SelectIncident.asp?Mode=&View=Adjudication>

2/2/2005

/	57060	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	57065	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	57062	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	57066	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	57061	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56864	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	57064	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56723	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56722	12/30/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56721	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56720	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56704	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56705	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56706	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56707	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56708	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56709	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56712	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56719	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56711	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56710	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56725	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56703	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56702	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56724	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56727	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y

Adjudication - Search Results

Page 3 of 5

/	56781	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56726	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56581	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56580	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56573	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56578	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
/	56576	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56335	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56332	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56333	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56334	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56306	12/29/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56303	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56305	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56301	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56300	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56299	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56298	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56296	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56297	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56295	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56294	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56293	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56329	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56331	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
/	56330	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS	

Adjudication - Search Results

Page 4 of 5

/	56328	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	56327	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	56326	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	56325	12/28/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	55167	12/24/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	55165	12/24/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	55184	12/24/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	55183	12/24/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	55182	12/24/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	55180	12/23/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	55178	12/23/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	55176	12/23/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	55173	12/23/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	55171	12/23/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	55170	12/23/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	55169	12/23/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	54454	12/21/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	54453	12/21/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	54452	12/21/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	54451	12/21/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	54450	12/21/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	54449	12/21/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	54448	12/21/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	54845	12/21/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	54064	12/19/2004	Delta	ATL	DOM	Y	Y	Y	RDS
/	53463	12/19/2004	Delta	ATL	DOM	Y	Y	Y	RDS

Adjudication - Search Results

Page 5 of 5

✓	52786	12/17/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
✓	51555	12/14/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
✓	51116	12/13/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
✓	50562	12/11/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
✓	50567	12/11/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
✓	50572	12/11/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
✓	49431	12/9/2004	Delta	ATL	DOM	Y	Y	Y	RDS	
✓	48909	12/8/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
✓	48908	12/8/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
✓	46520	12/3/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y
✓	46513	12/3/2004	Delta	ATL	DOM	Y	Y	Y	RDS	Y

Search Criteria:

Incident Type:	<input checked="" type="checkbox"/> Domestic	Airline:	<input checked="" type="checkbox"/> DL
Irregularity Code:	<input type="text"/>	Site:	<input checked="" type="checkbox"/> ATL
Irregularity Sub-Code:	<input type="text"/>		
Begin Date (mm/dd/yyyy):	<input type="text" value="12/01/2004"/>	End Date (mm/dd/yyyy):	<input type="text" value="12/31"/>
Reporting Period:	<input type="text"/>	Source:	<input type="text"/>
2759 ID:	<input type="text"/>	Verified:	<input type="text"/>
Reporting Employee:	<input type="text"/>	Lower Priority Onboard:	<input type="text"/>
Complete:	<input type="text"/>	Incident Status:	<input type="text"/>
Issued to Carrier:	<input type="text"/>		
Information Only:	<input type="text"/>		
2734 Number:	<input type="text"/>		
2734 RDS Tracking ID:	<input type="text"/>		
Has 2734:	<input type="text"/>		