Toa Baja Post Office, Toa Baja, PR: Delivery Operations

AUDIT REPORT

Report Number 24-079-2-R24 | May 22, 2024

Transmittal Letter

May 22, 2024

MEMORANDUM FOR: CARLOS E. DEL TORO
MANAGER, PUERTO RICO DISTRICT

[signature: Sean Balduff]

FROM: Sean Balduff
Director, Field Operations Central & Southern

SUBJECT: Audit Report – Toa Baja Post Office, Toa Baja, PR: Delivery Operations
(Report Number 24-079-2-R24)

This report presents the results of our audit of mail delivery operations and property conditions at the Toa Baja Post Office in Toa Baja, PR.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact Valeta Bradford, 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, Southern Area Retail & Delivery Operations
Director, Retail & Post Office Operations Maintenance
Corporate Audit and 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 Toa Baja Post Office in Toa Baja, PR (Project Number 24-079-2). The Toa Baja Post Office is in the Puerto Rico District of the Southern Area and services ZIP Code 00949[1] (see Figure 1). This ZIP Code serves 68,815 people in a predominantly urban area.[2]

Figure 1. ZIP Code Serviced by the Toa Baja Post Office
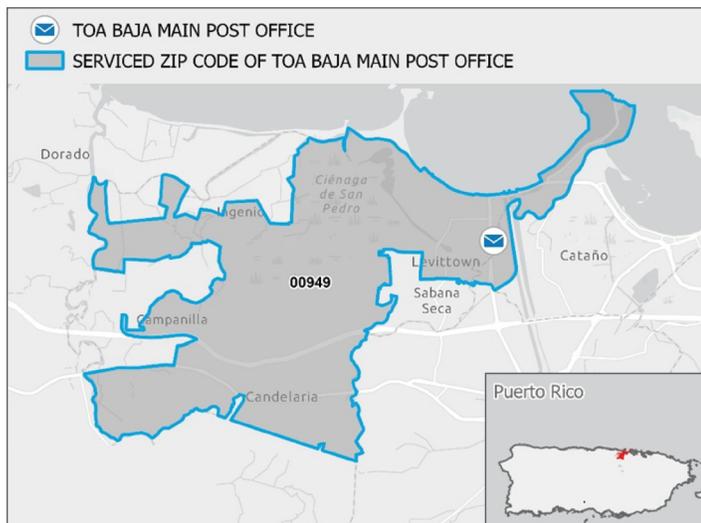
Source: OIG.

This delivery unit has 19 city routes and one contract delivery service (CDS) route.[3] The Toa Baja Post Office is one of three delivery units[4] the OIG reviewed during the week of March 18, 2024, that are serviced by the San Juan Mail Processing Annexes (MPAs) 2 and 3.

We assessed all units serviced by the San Juan MPAs 2 and 3 based on the number of Customer 360[5] (C360) delivery-related inquiries,[6] Informed Delivery[7] contacts, stop-the-clock[8] (STC) scans performed away from the delivery point, and undelivered route information between November 1, 2023, and January 31, 2024. We also reviewed first and last mile failures[9] between November 4, 2023, and February 2, 2024.

We judgmentally selected the Toa Baja Post Office primarily based on the number of C360 inquiries related to delivery and Informed Delivery contacts. The unit was also chosen based on last mile failures and undelivered routes. See Table 1 for a comparison of some of these metrics between the unit and the rest of the district.

Table 1. Delivery Metric Comparison Between November 1, 2023, and January 31, 2024

Delivery Metric	Unit Average per Route	District Average per Route
C360 Delivery Inquiries	7.9	4.3
Informed Delivery Contacts	7.1	2.3

Source: OIG analysis of Postal Service's C360 and Informed Delivery data extracted on February 26, 2024

---

1   The unit also services ZIP Code 00950, which is used for Post Office Boxes.
2   We obtained ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information.
3   Contract delivery service, formerly known as highway contract routes, are independent contractors required to provide the same services provided on either city routes or rural routes.
4   The other two units were the Bayamon Post Office, Bayamon PR (Project Number 24-079-1) and the Guaynabo Post Office, Guaynabo, PR (Project Number 24-079-3).
5   A cloud-based application that enables Postal Service employees to diagnose, resolve, and track customer inquiries.
6   A compilation of package inquiry, package pickup, daily mail service, and hold mail inquiries.
7   Informed Delivery is a free and optional notification service that gives residential customers the ability to digitally preview their letter-sized mail and submit inquiries for mailpieces that were expected for delivery but have not arrived.
8   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," and "No Access."
9   First mile failures occur when a mailpiece is collected and does not receive a processing scan at the processing plant on the day that it was intended. Last mile failures occur after the mailpiece has been processed at the plant on a final processing operation and is not delivered to the customer on the day it was intended.

Objective, Scope, and Methodology

Our objective was to evaluate mail delivery operations and property conditions at the Toa Baja Post Office in Toa Baja, PR.

To accomplish our objective, we focused on five audit areas: delayed mail, package scanning, arrow keys,[10] inaccurate carrier complement and timekeeping, and property conditions. Specifically, we reviewed delivery metrics, including the number of routes and carriers, mail arrival time, amount of reported delayed mail, package scanning, carrier complement and timekeeping, and distribution uptime.[11] During our site visit we observed mail conditions; package scanning procedures; arrow key security procedures; timekeeping documentation; and unit safety, security, and maintenance conditions. We also analyzed the scan status of mailpieces at the carrier cases and in the "Notice Left" area[12] and interviewed unit management and employees. We discussed our observations and conclusions as summarized in Table 2 with management on May 2, 2024, and included their comments, where appropriate.

We are issuing this interim report to provide the Postal Service with timely information regarding conditions we identified at the Toa Baja Post Office. We will issue a separate report[13] that provides the Postal Service with the overall findings and recommendations for all three delivery units, as well as the district. See Appendix A for additional information about our scope and methodology.

Results Summary

We identified issues affecting delivery operations and property conditions at the Toa Baja Post Office. Specifically, we found issues with all five areas we reviewed. We also identified issues with contractor badges (see Table 2).

Table 2. Summary of Results

Audit Area	Issues Identified	
	Yes	No
Delayed Mail	X	
Package Scanning	X	
Arrow Keys	X	
Carrier Complement and Timekeeping	X	
Property Conditions	X	
Other: Contractor Badges	X	

Source: Results of our fieldwork during the week of March 18, 2024.

---

10 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 keys are accountable property and are subject to strict controls.
11 Time of day that clerks have completed distributing mail to the carrier routes.
12 The area of a delivery unit where letters or packages that the carriers were unable to deliver are stored for customer pickup.
13 Project Number 24-079.

Finding #1: Delayed Mail

What We Found

On the morning of March 19, 2024, we identified 887 delayed mailpieces at four carrier cases and carrier collection mail received the previous day that was not dispatched to the MPA. Specifically, we identified 832 letters, 25 flats, and 30 packages.[14] In addition, management did not report this mail as delayed in the Delivery Condition Visualization (DCV)[15] system. See Table 3 for the number of pieces for each mail type and Figure 2 for examples of the delayed mail found at the unit.

Why Did It Occur

Management did not verify that all mail was delivered and that the delayed mail was reported in the DCV system. Unit management stated they thought they had three days to deliver the delayed letters we identified, and that they normally do not apply color codes to curtailed mail.[16] Management also stated they curtailed the letters we identified so they could focus on delivering packages the previous two delivery days.

We reviewed route adjustment data for the unit and determined that some routes were last adjusted in 2020, and the others in 2022. The average volume

from the last route adjustments was 32 packages per route, including one route with zero packages. However, the delivery unit averaged 124 packages per route from January 6 through March 22, 2024, with one of the routes averaging 169 packages per day. This increase in package volume caused routes to routinely become overburdened. Further, management did not know they had to report the collection mail as delayed, since they could dispatch the collection mail to the MPAs the next day.

Figure 2. Examples of Delayed Mail

Delayed Letters at a Carrier Case

Delayed Collection Mail

Source: OIG photos taken March 19, 2024.

Table 3. Types of Delayed Mail Identified

Type of Mail	Carrier Cases	Collection Mail	OIG Count of Delayed Mail
Letters	643	189	832
Flats	13	12	25
Packages	2	28	30
Totals	**658**	**229**	**887**

Source: OIG count of delayed mailpieces identified during our visit March 19, 2024.

---

14   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.*

15   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.

16   Noncommitted mail that the carrier cannot case before the scheduled delivery route leave time and is authorized to leave for casing the next day.

What Should Have Happened

Postal Service guidelines[17] state that delivery units receiving mailer-prepared, carrier route mail directly from mailers must apply the 2-day delivery color code upon receipt of the mail. In addition, managers are required[18] 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. Furthermore, management is required to perform route reviews at least annually consisting of an analysis of workhours and mail volumes.[19]

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.

---

17 Postal Operations Manual, Issue 9 – section 458.34, Delivery Units, including Post Offices, Stations, and Branches.
18 *Informed Visibility Delivery Condition Visualization User Guide,* August 2023.
19 Handbook M-39, *Management of Delivery Services*, Section 21 – Advance Preparations, June 2019.

Finding #2: Package Scanning

What We Found

Employees improperly scanned and mishandled packages. We reviewed package scanning data for scans that occurred at the unit and removed any potentially accurate scans performed.[20] In total, employees improperly scanned 21 packages at the delivery unit between November 2023 and January 2024 (see Table 4). Further analysis of the STC scan data for these packages showed that about 38 percent were scanned "Delivered" and another 38 percent were scanned "No Secure Location Available."

Table 4. STC Scans at Delivery Unit

STC Scan Type	Count	Percentage
Delivered	8	38.1%
No Secure Location Available	8	38.1%
Delivery Attempted – No Access to Delivery Location	3	14.3%
Receptacle Full / Item Oversized	2	9.5%
Total	**21**	**100%**

Source: OIG Analysis of the Product Tracking and Reporting (PTR) System data. PTR is the system of record for all delivery status information for mail and packages with trackable services and barcodes.

We also found issues with scanning and handling of packages found in the unit. On the morning of March 19, 2024, before carriers arrived for the day, we selected 42 packages[21] to review and analyze scanning and tracking history. Of the 42 sampled packages, nine (21 percent) had improper scans or handling issues, including:

- Three packages (one from a carrier case and two from the "Notice Left" area) were scanned "Delivered," which should only be performed when a package is successfully left at the customer's delivery address.

- Three packages from the "Notice Left" area with "Arrival at Unit" scans (two on February 7, 2024, and one on February 25, 2024) were missing STC scans.

- One package from a carrier case scanned "Delivery Attempted – No Access to Delivery Location" should have been placed in the "Notice Left" area.

- One package from a carrier case was scanned "No Secure Location Available" to stop the clock since the carrier had to return to the office before 8:30 p.m.

- One package from the "Notice Left" area was scanned "Addressee Unknown" but was not placed in the designated area to be returned.

Further, 12 packages in the "Notice Left" area were not returned to the sender, as required. The packages ranged from one day to 43 days past their return dates.

We also analyzed package scans performed over 1,000 feet away from the delivery point but could not perform an accurate review because the data was impacted by unique addressing issues in Puerto Rico. These include both addressing standardization and geospatial identification issues. For example, the address ▮▮▮▮▮▮ is the address for 14 different delivery points in a single ZIP Code. This can lead to inaccurate data showing a package was scanned away from the delivery point, even when it was appropriately scanned and delivered to the correct address. District management began proactively working with Postal Service Headquarters and other federal agencies prior to our audit to improve the addressing standardization and certify delivery points across the Puerto Rico District.

---

20 This data does not include scans that could properly be made at a delivery unit, such as "Delivered – PO Box" and "Customer (Vacation) Hold." Additionally, P.O. Box scans at the unit were only counted when the delivery point was an address away from the unit. This category does not include mail addressed for a P.O. Box.
21 We reviewed all 12 packages from the carrier cases and judgmentally selected 30 packages from the "Notice Left" area.

Why Did It Occur

The improper scanning issues occurred because unit management did not adequately monitor and enforce proper package scanning and handling procedures. Although management stated they continuously inform carriers not to scan at the delivery unit, management's focus was on the district-issued Integrity Report and not the scans performed at the delivery unit. Furthermore, the officer-in-charge (OIC) and three of the supervisors were newly assigned to the unit and were not aware of all the monitoring tools available.

For the Notice Left area, much of the issue was related to clerk availability. Management stated they had issues with multiple clerks taking unscheduled leave on the same day. When this happens, other duties get a higher priority, such as distributing mail to the carriers and working at the retail window.

What Should Have Happened

The Postal Service's goal is to ensure proper delivery attempts for mailpieces to the correct address with proper service,[22] which includes scanning packages at the time and location of delivery.[23] Packages in the "Notice Left" area should have been reviewed for second notices and returned to sender if they remained after the prescribed number of days.[24]

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 both the customer experience and the Postal Service brand.

Postal Service Response

The Postal Service agreed with this finding.

---

22 *Delivery Done Right the First Time* stand-up talk, March 2020.
23 *Carriers Delivering the Customer Experience* stand-up talk, July 2017.
24 *Notice Left and Return Guidelines*, April 2016. Domestic packages should be returned to sender on the 15th calendar day after a notice is left, and international packages should be returned to sender on the 30th calendar day after a notice is left.

Finding #3: Arrow Keys

What We Found

Unit management did not properly manage arrow keys. On the morning of March 21, 2024, we reviewed the unit's arrow key certification list in the Retail and Delivery Applications and Reports (RADAR)[25] system and conducted a physical inventory of keys at the unit. We determined two of the 39 keys listed on the inventory log could not be located. Unit management had not reported either of the missing keys to the U.S. Postal Inspection Service. We also found that management did not confirm that all arrow keys had been returned and accounted for each evening.

Why Did It Occur

Management did not provide sufficient oversight to properly manage arrow keys. The OIC[26] stated he was focused on other delivery operational duties and managing staff, which resulted in overlooking arrow key maintenance. Specifically, there is one closing supervisor, and he did not always physically verify that all the keys had been returned before the cart was placed back in the safe at the end of each day. The closing supervisor was focused on managing the carriers coming back to the office on time and answering customer phone calls. The OIC started his assignment one week before our site visit, and he was not aware of the missing keys.

What Should Have Happened

According to Postal Service policy,[27] management must keep an accurate inventory of all arrow keys. Any missing keys must be immediately reported to the U.S. Postal Inspection Service. Upon return, arrow keys should be deposited in a secure location and a supervisor or clerk must verify all keys have been returned and accounted for daily.

Effect on the Postal Service and Its Customers

When there is insufficient oversight and supervision of accountable items such as arrow keys, there is increased risk of mail theft. These thefts damage the Postal Service's reputation and diminish public trust in the nation's mail system. Additionally, because arrow keys open mail receptacles, lost or damaged keys can result in undelivered mail.

Postal Service Response

The Postal Service agreed with this finding.

---

25   The arrow key certification in RADAR provides a national platform for all facilities to verify current inventory and account for all arrow keys.
26   A career employee appointed temporarily to fill a postmaster vacancy.
27   *USPS Arrow Key Guidebook Standard Work Instructions*, updated August 2023.

Finding # 4: Carrier Complement and Timekeeping Management

What We Found

We identified one of the 21 full-time carriers assigned to the unit had not reported to work for at least 12 consecutive weeks between November 4, 2023, and January 26, 2024. Further, this carrier had been on a leave-without-pay status, and — although current unit management stated that the prior OIC had initiated the removal process — they did not provide any supporting documentation.

In addition, the station had 26 disallowed time occurrences and four instances of unauthorized overtime for carriers between November 4, 2023, through January 26, 2024. However, management did not complete disallowed time and unauthorized overtime adjustments in the Time and Attendance Collection System (TACS).[28]

Further, the unit maintained a binder with PS Forms 1017-A, *Time Disallowance Record*,[29] and PS Forms 1017-B, *Unauthorized Overtime Record*,[30] but the binder only contained PS Forms 1017-A for five of the 26 disallowed time occurrences and did not contain any PS Forms 1017-B for the four unauthorized overtime occurrences.

Why Did It Occur

Management did not follow up on the removal process for the carrier who did not report for work. Management stated they had limited training and were not aware of the requirements for completing timekeeping adjustments and maintaining PS Forms 1017-A and 1017-B.

What Should Have Happened

Postal Service management must process timely separations to properly reflect employee status and to maximize the office's part-time carrier complement. Postal Service policy[31] states that

pay adjustment certifications are to be kept on file and attached to supporting documentation for the current calendar year plus the three previous years. Policy[32] further states unit personnel must complete PS Form 1017-A and PS Form 1017-B entries and place them in a notebook binder documenting the reason for the disallowed time or unauthorized overtime.

Effect on the Postal Service and Its Customers

When inactive employees are not removed from the employee rolls, replacements are unable to be hired. When proper documentation of pay adjustments, time disallowance, and unauthorized overtime is not completed, management could incur additional managerial workhours. In addition, the Postal Service risks violation of the Fair Labor Standards Act[33] when unit management does not maintain documentation that shows the justifiable reason and employee notification for disallowed time.

Postal Service Response

The Postal Service agreed with this finding.

---

28 The system used by Postal Service to automate the collection of employee time and attendance information.
29 Form used only when a supervisor observes, or has reason to know, that an employee did not work, while "on the clock." The supervisor must document the basis for any such disallowance. These forms serve as a cumulative record of disallowed time.
30 Managers and supervisors are required to complete a PS Form 1017-B the first time a non-exempt employee incurs unauthorized overtime. These forms serve as a cumulative record of unauthorized overtime.
31 *AdjustPay User Guide*, Course No. 31202-25, updated February 9, 2017.
32 Handbook F-21, *Time and Attendance*, Section 146 – Approving Entries, February 2016.
33 29 USC § 201-219.

Finding # 5: Property Conditions

What We Found

We found safety and maintenance issues at the Toa Baja Post Office.

Property Safety:

- An electrical outlet on the workroom floor was missing the cover and was exposed to water leaks from the ceiling (see Figure 3).

- An internal Postal Inspection Service door was blocked.

- One fire extinguisher in the employee breakroom had an expired monthly inspection.

- The handicap automatic door button for entry into the retail lobby was inoperable, and there was no handicap automatic door button for the Post Office Box section.

Figure 3. Exposed Electrical Outlet

Source: OIG photo taken March 20, 2024.

Property Maintenance:

- The floors in the workroom and customer lobby had damaged and missing tiles.

- Metal lockers in the employee locker rooms were rusted (see Figure 4).

- There were damaged walls on the workroom floor, vestibule, and PO Box area.

- There were missing and damaged ceiling tiles in the workroom and other areas throughout the unit (see Figure 5).

- The men's restroom had two inoperable sinks, and a women's restroom had an inoperable sink and toilet.

- The dock area was littered with trash and overgrown weeds.

Figure 4. Rusted Metal Lockers

Source: OIG photo taken March 20, 2024.

Figure 5. Damaged/Missing Ceiling Tiles
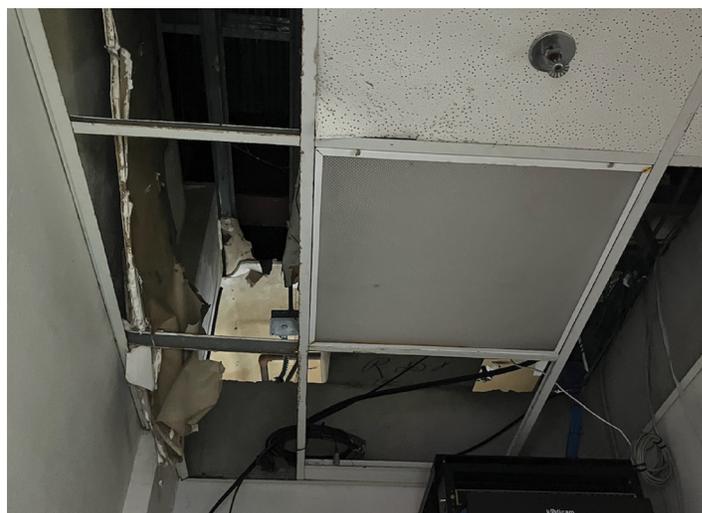
Source: OIG photo taken March 20, 2024.

Why Did It Occur

Management did not provide sufficient oversight and take the necessary actions to verify that property condition issues were corrected. The OIC, who began his assignment the week before our visit, stated that he was aware of some of the issues and had submitted work orders for the damaged and missing ceiling tiles in the workroom and the inoperable sink prior to our visit. He also said that the landlord was scheduled to repair the floor tiles in May 2024. However, other duties, such as delivery operations and staffing issues, took priority over addressing the remaining maintenance issues.

What Should Have Happened

Management should have provided sufficient oversight of personnel responsible for maintaining facilities, reported safety and maintenance issues as they arose, and followed up for completion. The Postal Service requires management to maintain a safe environment for employees and customers.[34]

Effect on the Postal Service and Its Customers

Management's attention to maintenance, safety, and security deficiencies can reduce the risk of injuries to employees and customers; reduce related costs, such as workers' compensation claims, lawsuits and penalties; and enhance the customer experience and Postal Service brand.

Management Actions

Unit management cleared the area in front of the Inspection Service door during the audit.

Postal Service Response

The Postal Service agreed with this finding.

---

34 Postal Service Handbook EL-801, *Supervisor's Safety Handbook*, July 2020.

Finding # 6: Contractor Badges

What We Found

During our review, we determined one of the CDS carriers did not have a Postal Service photo identification (ID) barcoded badge. In addition, the regular CDS carrier's ID badge expired in June 2022 and showed he was assigned to a different office. A postal ID badge indicates that a background check has been completed and that clearance has been granted to enter the facility and access the mail. Instead, both CDS carriers were using the same ID badge to log into the scanner for mail delivery.

Why Did It Occur

Unit supervisors did not provide oversight to ensure that the CDS carriers had valid barcoded ID badges. Unit management was unaware that one of the CDS carriers did not have a badge and that the regular CDS carrier's badge was assigned to another office and was expired.

What Should Have Happened

The Postal Service requires that management obtain screening information from highway transportation suppliers and their contractor personnel to verify their eligibility. Postal Service guidelines[35] state that highway transportation suppliers, suppliers' personnel, and subcontractors' personnel who transport mail or who are allowed access to Postal Service operational areas must receive nonsensitive clearances. Pending clearance, a temporary photo ID badge, PS Form 5139, *Non-Postal Service Temporary Employee*, allows such access. Once clearance is obtained, a photo ID badge, PS Form 5140, *Non-Postal Service Contract Employee*, allows access to mail and mail-processing facilities. A barcode for an ID badge is provided once the contract driver has been granted a nonsensitive clearance.

Effect on the Postal Service and Its Customers

When CDS carriers do not have an appropriate Postal Service contractor ID badge, management is unable to determine if the carrier is allowed access to Postal Service operational areas or allowed to deliver mail. In addition, CDS carriers using barcodes from previous contractors cause inaccurate package scanning data, which makes it difficult for management to hold these carriers responsible for inaccurate scanning.

Management Actions

During our audit, the OIC informed the CDS carrier without an ID badge that he was not authorized to be in the unit and could not deliver mail. The OIC escorted him off the premises.

Postal Service Response

The Postal Service agreed with this finding.

---

35   Management Instruction PO-530-2009-4, *Screening Highway Transportation Contractor Personnel,* section 122.

Appendix A: Additional Information

We conducted this audit from March through May 2024 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 all three components 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 Bayamon Post Office, Toa Baja Post Office, and Guaynabo Post Office, as well as the district. Our recommendations, if implemented, should correct the weaknesses we identified.

We assessed the reliability of DCV, PTR, and TACS 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

UNITED STATES POSTAL SERVICE

May 10, 2024

JOHN CIHOTA
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Management Response: Toa Baja Branch Station, Toa Baja, PR: Delivery Operations (Report Number 24-079-2-DRAFT)

Thank you for providing the Postal Service with an opportunity to review and comment on the findings contained in the draft audit report, *Toa Baja Branch Station, Toa Baja, PR: Delivery Operations.*

Management agrees with the six findings in the report on delayed mail, package scanning, arrow keys, timekeeping, property conditions, and contractor badges.

Management has begun taking steps to address the five findings.

Delayed Mail: A standard operating procedure and standard work instructions are already established. Local management was retrained on the proper recording of delayed and/or curtailed mail in DCV. Reviews will be conducted to monitor compliance.

Package Scanning: Management will retrain applicable employees on the standard operating procedures for scanning and handling packages. Additionally, district level management will conduct reviews to ensure compliance.

Carrier Complement & Timekeeping: Management has been retrained on proper record keeping for disallowed time and unauthorized overtime. The 1017-A and 1017-B log is established management will review to ensure compliance.

Arrow Keys: Management will adhere to standard operating procedures for Arrow Key management, including updating key logs, reporting missing arrow keys to the US Postal Inspection Service, and ensuring arrow keys are verified and secured daily. Additionally, management will conduct reviews to monitor compliance.

Property Conditions: Local management is working to abate all reported property conditions with their control and will submit work orders for those requiring repair by other resources.

Contractor Badges: Management is in the process of obtaining updated information on the one CDS carrier to reestablish their badge.

E-SIGNED by CARLOS.E DEL TORO
on 2024-05-14 17:31:50 EDT

Carlos Del Toro
Manager, Puerto Rico District

Cc: Corporate Audit & Response

Contact us via our Hotline and FOIA forms. Follow us on social networks. Stay informed.

1735 North Lynn Street, Arlington, VA 22209-2020
(703) 248-2100

For media inquiries, please email press@uspsoig.gov or call (703) 248-2100