Shawnee Mission Post Office, Mission, KS: Delivery Operations

AUDIT REPORT
Report Number 24-107-3-R24 | July 15, 2024

Transmittal Letter

OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

July 15, 2024

MEMORANDUM FOR: EDDIE L. BANNER
                              MANAGER, KANSAS–MISSOURI DISTRICT

FROM: Sean Balduff
                              Director, Field Operations Central and Southern

SUBJECT: Audit Report – Shawnee Mission Post Office, Mission, KS: Delivery
                              Operations (Project Number 24-107-3-R24)

This report presents the results of our audit of delivery operations and property conditions at the Shawnee Mission Post Office in Mission, KS.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact Ramona Gonzalez, 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, Central 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 Shawnee Mission Post Office in Mission, KS (Project Number 24-107-3). The Shawnee Mission Post Office is in the Kansas-Missouri (KS-MO) District of the Central Area and services ZIP Codes 66202, 66204, 66205, and 66208 (see Figure 1). These ZIP Codes serve about 72,030 people in an urban area.
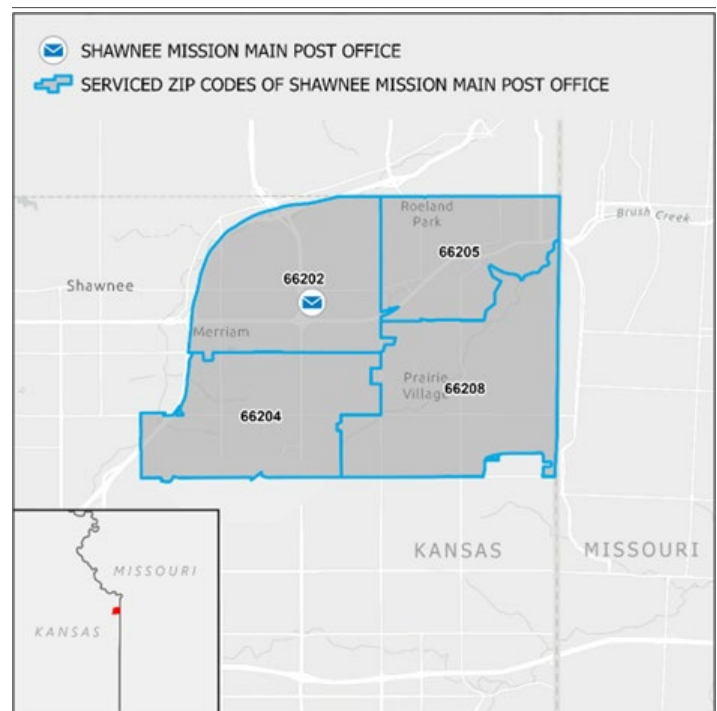
This delivery unit has 79 city routes. The Shawnee Mission Post Office is one of three delivery units[1] the OIG reviewed during the week of May 13, 2024, that are serviced by the Kansas City, MO, Processing and Distribution Center (P&DC). As of May 1, 2024, the Shawnee Mission Post Office was in the process of being converted to a Sorting and Delivery Center (S&DC). S&DCs are a component of the Postal Service's Delivering for America 10-Year Plan, and they combine multiple delivery units from local post offices into one large facility located in or near mail processing facilities. The Shawnee Mission facility is estimated to officially be an S&DC by the end of 2024. The new facility is expected to have 133 routes — a 68 percent increase — and serve a total population of 128,506.

We assessed all units serviced by the Kansas City P&DC based on the number of Customer 360[2]

(C360) delivery-related inquiries,[3] Informed Delivery[4] contacts, stop-the-clock[5] (STC) scans performed away from the delivery point, first and last mile failures[6] and undelivered route information between January 1 and March 31, 2024. Additionally, we selected these units because of concerns raised by Senators Josh Hawley and Roger Marshall.

We judgmentally selected the Shawnee Mission Post Office primarily based on the number of C360 inquiries related to delivery and Informed Delivery contacts. The unit was also chosen based on first and 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.

Figure 1. ZIP Codes Serviced by the Shawnee Mission Post Office

Source: U.S. Postal Service Office of Inspector General.

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1. The other two units were the Hickman Mills Station, Kansas City, MO (Project Number 24-107-1) and the Robert L. Roberts Post Office, Kansas City, KS (Project Number 24-107-2).
2. A cloud-based application that enables Postal Service employees to diagnose, resolve, and track customer inquiries.
3. A compilation of package inquiry, package pickup, daily mail service, and hold mail inquiries.
4. 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.
5. A scan event that indicates the Postal Service has completed its commitment to deliver or attempt to deliver the mail piece. Examples of STC scans include "Delivered," "Available for Pick-up," and "No Access."
6. First mile 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. Last mile 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 January 1 and March 31, 2024

Delivery Metric	Unit Average per Route	District Average per Route
C360 Delivery Inquiries	8.7	5.4
Informed Delivery Contacts	102.2	29.8

Source: OIG analysis of Postal Service's C360 and Informed Delivery system data extracted on April 15, 2024.

Objective, Scope, and Methodology

Our objective was to evaluate mail delivery operations and property conditions at the Shawnee Mission Post Office in Mission, KS.

To accomplish our objective, we focused on five audit areas: delayed mail, package scanning, arrow keys,[7] 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 up-time.[8] 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[9] and interviewed unit management and employees. We discussed our observations and conclusions as summarized in Table 2 with management on June 28, 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 Shawnee Mission Post Office. We will issue a separate report[10] 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 Shawnee Mission Post Office. Specifically, we found issues with all five of the areas we reviewed. We also identified issues related to the sortation of packages for dispatch to the P&DC (see Table 2).

Table 2. Summary of Results

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

Source: Results of our fieldwork during the week of May 13, 2024.

We did not identify any issues with carrier complement. However, we did identify issues with timekeeping management (see Finding #4).

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7   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.
8   Time of day that clerks have completed distributing mail to the carrier routes.
9   The area of a delivery unit where letters or packages that the carriers were unable to deliver are stored for customer pickup.
10   Project Number 24-107.

Finding #1: Delayed Mail

What We Found

On the morning of May 14, 2024, we identified about 15,919[11] delayed mailpieces at the carrier cases, workroom floor, and hot case.[12] Specifically, we identified 13,701 letters, 2,215 flats, and three packages. Approximately, 86 percent of the delayed letters we identified were delivery point sequence mail. In one instance, there was a Postal Service (PS) Form 1571, *Undelivered Mail Report*, attached, but it did not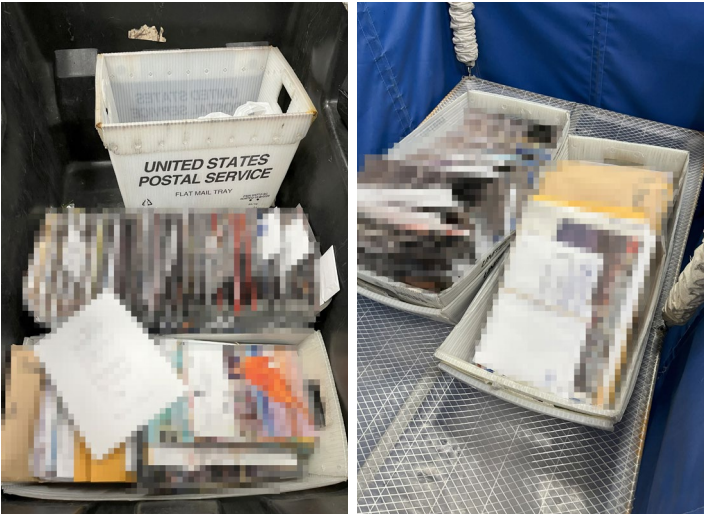 contain the signature from the supervisor acknowledging the delayed mail. In addition, management did not accurately report this mail as undelivered in the Delivery Condition Visualization (DCV)[13] system. While they reported 8,413 delayed mailpieces, this only represented about 53 percent of the delayed mail volume we identified at the unit. See Table 3 for the number of pieces of delayed mail we identified for each mail type and Figures 2 and 3 for examples of delayed mail found at the delivery unit.

Table 3. Types of Delayed Mail Identified

Type of Mail	Carrier Case	Workroom Floor	Hot Case	Total Count of Delayed Mail
Letters	8,942	559	4,200	13,701
Flats	1,812	288	115	2,215
Packages	3	0	0	3
Totals	**10,757**	**847**	**4,315**	**15,919**

Source: OIG count of delayed mailpieces identified during our visit on May 14, 2024.

Figure 2. Examples of Delayed Mail in the Carrier Cases

Source: OIG photos taken on May 14, 2024.

Figure 3. Examples of Delayed Mail at the Hot Case and Carrier Case

Source: OIG photos taken on May 14, 2024.

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11 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 Handbook M-32*, Management Operating Data Systems, Appendix D.
12 Distribution case in the delivery unit for last-minute sorting or resorting of mail that a carrier collects before leaving for their route.
13 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.

Why Did It Occur

Management stated that most of the mail identified was due to delivery point sequence mail arriving late from the P&DC the previous day after the carriers had departed for the street. We reported this issue during our simultaneous audit of the Kansas City P&DC.[14]

In addition, unscheduled absences combined with ongoing staffing issues contributed to the delayed mail we identified. Specifically, on the day prior to our arrival, the unit had four vacant routes and seven unscheduled carrier absences. In addition, the unit was short three carriers and two supervisors. Management stated that the district was aware of the staffing issues at the unit, and provided assistance when support was available. Further, there was a new PM supervisor on duty the night before our arrival, who was not fully aware of his responsibilities for entering mail into DCV.

What Should Have Happened

P&DC management should be prepared for unanticipated circumstances that could impact mail delivery service to postal delivery units. In addition, delivery unit managers must review all communications that may affect the day's workload and be sure that replacements are available for unscheduled absences. Managers are also required to report all mail in the delivery unit after the carriers have left for their street duties as either delayed or curtailed in DCV. Management must update DCV if volumes have changed prior to the end of the business day.[15] Policy states that all mail returned from the street is required to be identified with a PS Form 1571 and signed by the carriers and supervisors.[16]

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. With the transition of the Shawnee Mission Post Office into an S&DC by the end of 2024, the risk will continue to grow, as the population served will increase. In addition, the accurate reporting of delayed mail in DCV will be imperative, as it will provide management at the local, district, area, and headquarters levels with an accurate status of mail delays so they can take action to address issues.

> **Postal Service Response**
> The Postal Service agreed with this finding. See Appendix B for management's comments in their entirety.

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14   *Efficiency of Operations at the Kansas City Processing and Distribution Center, Kansas City, MO* (Report Number 24-106-R24, dated July 15, 2024)
15   *Informed Visibility Delivery Condition Visualization User Guide*, August 2023.
16   PS Form 1571, Undelivered Mail Report, lists all mail distributed to the carrier for delivery that was left in the office or returned undelivered.

Finding #2: Package Scanning

What We Found

Employees scanned packages improperly at the delivery unit, scanned packages away from the intended delivery point, and handled packages incorrectly at the unit.

We reviewed package scanning data for scans that occurred at the unit and removed any potentially accurate scans performed.[17] In total, employees improperly scanned 152 packages at the delivery unit between January and March 2024 (see Table 4). Further analysis of the STC scan data for these packages showed that 97 percent of them were scanned "Delivery Attempted - No Access to Delivery Location" or "Delivered."

Table 4. STC Scans at Delivery Unit

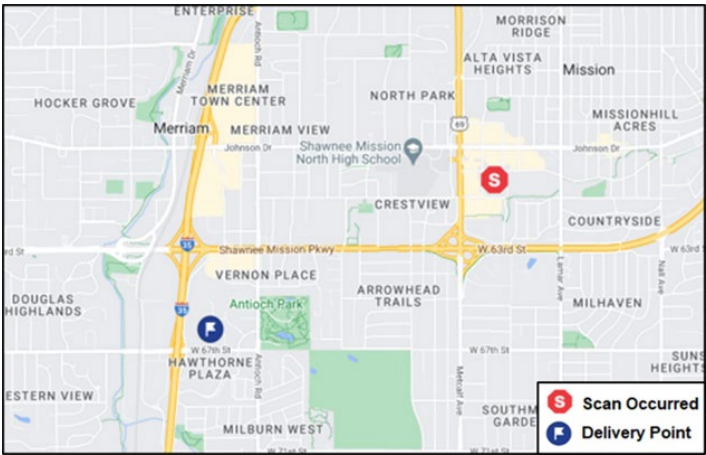| STC Scan Type	Count	Percentage
Delivery Attempted – No Access to Delivery Location	89	58.6%
Delivered	59	38.8%
Receptacle Full / Item Oversized	2	1.3%
Delivery Exception – Animal Interference	2	1.3%
Total	152	100%

Source: OIG analysis of the Postal Service's 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 reviewed 64 scans occurring away from the delivery unit and over 1,000 feet[18] from the intended delivery point between January and March 2024. We removed scans that could have been performed within policy, such as "Animal Interference" and "Unsafe Conditions." Further analysis of the STC scan data for these packages showed that they were all scanned "Delivered."

For example, the map below (see Figure 4) shows an instance where a carrier scanned a package as delivered 2.1 miles away from the delivery point.

Figure 4. Scan Made Away From the Delivery Point

Source: Postal Service Single Package Look Up.

We also found issues with scanning and handling of packages in the unit. On the morning of May 14, 2024, before carriers arrived for the day, we selected 45 packages[19] to review and analyze scanning and tracking history. Of the 45 sampled packages, 10 (22 percent) had improper scans, including:

- Six packages (two from the carrier case and four from the "Notice Left" area) were scanned "Delivery Attempted - No Access to Delivery Location" or "No Authorized Recipient" and were scanned between .4 miles and 2.1 miles away from the delivery point.

- Two packages from the carrier cases were missing an "Arrival at the Unit" scan, which is required for performance measurement.

- One package from the carrier cases was missing an STC scan to let the customer know the reason for non-delivery.

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17   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, PO 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 PO Box.
18   Packages are expected to be scanned within a designated buffer distance from the delivery point. The OIG evaluates any package that was scanned more than 1,000 feet from the delivery point.
19   We selected all 20 packages from the carrier cases and all 25 packages from the "Notice Left" area.

- One package scanned "Delivery Attempted – No Access to Delivery Location" had a delivery attempt made on May 11, 2024, but was not taken out for a second delivery attempt.

Further, six packages in the "Notice Left" area were not returned to the sender, as required. These packages ranged from two to 16 days past their scheduled return dates.

Why Did It Occur

These scanning issues occurred because unit management did not adequately monitor and enforce proper package scanning and handling procedures. Management stated that they monitor scans daily. However, they focus on integrity and scan failure reports, which are closely monitored by the district, and not reports that focus on late-in-the-day scans and missing scans. In addition, management stated that they have spoken with the clerks in the past about reviewing the "Notice Left" area but did not verify that it was completed.

What Should Have Happened

Management should have monitored scan performance daily and enforced compliance. The Postal Service's goal is to ensure proper delivery attempts for mailpieces to the correct address with proper service,[20] which includes scanning packages at the time and location of delivery.[21] 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.[22]

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. Shawnee Mission will gain an additional 54 routes, when converted to an S&DC, resulting in an overall increase in package volume. By improving scanning operations, management can better meet the increased demand, 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.

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20 *Delivery Done Right the First Time* stand-up talk, March 2020.
21 *Carriers Delivering the Customer Experience* stand-up talk, July 2017.
22 *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 and safeguard arrow keys. On the morning of May 16, 2024, we reviewed the unit's arrow key certification list in the Retail and Delivery Applications and Reports[23] system and conducted a physical inventory of keys at the unit. We determined nine of the 50 keys located at the unit were not on the list and seven of the 48 keys on the list could not be located. Unit management had not reported any of the missing keys to the U.S. Postal Inspection Service and had not updated the arrow key inventory log.

In addition, arrow keys were not always kept secure. Specifically, two arrow keys were found in ▮▮▮ ▮▮▮▮▮▮▮▮▮▮ Further, carriers were not required to deposit arrow keys in a secure location. During our observations, carriers left their arrow keys on ▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ located on the workroom floor when they returned from their routes.

Why Did It Occur

The Manager, Customer Service Operations stated he was not aware of the extra and missing keys. The PM Supervisor completed a "visual" check of the arrow keys nightly instead of verifying that all keys were returned from the carriers because other duties took priority, such as monitoring carriers as they returned from the street.

What Should Have Happened

Management should have verified that arrow key security procedures were properly followed. According to Postal Service policy,[24] management must keep an accurate inventory of all arrow keys. Any missing keys must be immediately reported to the U.S. Postal Inspection Service.

In addition, policy states that arrow keys must remain secured until they are individually assigned to personnel. A supervisor or clerk must supervise employees signing out keys on the inventory log. 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. The proper management of arrow keys at the Shawnee Mission Post Office will be crucial as it transitions to an S&DC and gains an additional 54 carrier routes.

> **Postal Service Response**
> The Postal Service agreed with this finding.

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23 The arrow key certification in Retail and Delivery Applications and Reports provides a national platform for all facilities to verify current inventory and account for all arrow keys.
24 *USPS Arrow Key Guidebook Standard Work Instructions*, updated August 2023.

Finding #4: Timekeeping Management

What We Found

We determined that management did not complete, print, or retain PS Forms 2240, Pay, Leave, or Other Hours Adjustment Request,[25] for 10 pay adjustments made between January 6 and March 29, 2024.

In addition, the station had 19 unresolved, disallowed time occurrences and one instance of unresolved, unauthorized overtime for the same period. Management did not complete PS Forms 1017-A, *Time Disallowance Record*,[26] or 1017-B, *Unauthorized Overtime Record*,[27] entries in the Time and Attendance Collection System (TACS).[28] Further, management did not print and retain PS Forms 1017-A or 1017-B for any of these occurrences.

Why Did It Occur

Management did not resolve payroll adjustments, disallowed time, and unauthorized overtime transactions due to a lack of oversight. There was not a process established to verify the completion of unresolved TACS entries. In addition, other duties, such as getting the mail delivered, took priority over monitoring timekeeping adjustments and maintaining PS Forms 1017-A and 1017-B.

What Should Have Happened

Postal Service policy[29] 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[30] further states unit personnel must complete PS Form 1017-A and PS Form 1017-B entries and place them in a notebook binder that is secured from unauthorized access documenting the reason for the disallowed time or unauthorized overtime.

Effect on the Postal Service and Its Customers

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[31] 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.

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25 Form used to adjust either an employee's pay or to adjust timecard data that has been incorrectly reported to the postal data center.
26 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.
27 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.
28 The system used by the Postal Service to automate the collection of employee time and attendance information.
29 *AdjustPay User Guide*, Course No. 31202-25, updated February 9, 2017.
30 Handbook F-21, *Time and Attendance*, Section 146 - Approving Entries, February 2016.
31 29 USC § 201-219.

Finding #5: Property Conditions

What We Found

We found safety, security, and maintenance issues at the Shawnee Mission Post Office, including:

Property Safety:

- Twenty fire extinguishers were missing annual inspections and two were missing monthly inspections.[32]

- One fire extinguisher was not mounted on the wall.

- There was an electrical outlet hanging from the wall in the basement area (see Figure 5).

Property Security:

- There was no signage posted at one of the facility's parking lot entrances stating that vehicles may be subject to search.

Property Maintenance:

- There was a corroded pipe in the women's restroom.

- There were missing ceiling tiles in the office passageway (see Figure 6).

Why Did It Occur

Management did not provide sufficient oversight and take the necessary actions to verify that property condition issues were corrected. Management was aware of the missing and stained ceiling tiles. Maintenance personnel had tried to complete the annual fire extinguisher inspections but later learned that they needed to be completed by an outside contractor. Management was not aware that two of the extinguishers were missing a monthly inspection. Further, they did not identify and address other issues, such as the broken outlet and unmounted extinguisher, as they were located near a construction area related to the S&DC conversion

within the facility. Regarding the subject to search signage, there were signs posted at two entrances, but management had overlooked posting signage at the third entrance.

Figure 5. Broken Electrical Outlet

Source: OIG photo taken May 14, 2024.

Figure 6. Missing Ceiling Tile

Source: OIG photo taken May 14, 2024.

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32 This unit is being converted to a S&DC and is under construction. Fire extinguishers identified were located in the facility outside of the construction area.

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 to ensure resolution. The Postal Service requires management to maintain a safe environment for employees and customers.[33]

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.

Postal Service Response
The Postal Service agreed with this finding.

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

Finding #6: Separation of Packages for Dispatch

What We Found

Employees at the Shawnee Mission Post Office did not properly separate packages destined for the Kansas City P&DC. Specifically, on May 15, 2024, during the unit's evening operations, we observed that Priority Mail[34] was commingled with non-priority mail in the containers going to the plant.

Why Did It Occur

Management did not provide oversight to ensure that employees properly separated packages for dispatch to the P&DC. Management was aware of the requirement to separate the packages (they were using proper placards); however, they did not monitor and enforce compliance because they were focused on mail delivery.

What Should Have Happened

In fiscal year (FY) 2023, the Postal Service implemented changes[35] for the preparation and dispatch of packages to processing facilities by delivery units of a specified level.[36] The Postal Service requires these units to separate certain classes of packages when dispatching this mail to the processing facility and identify the placards to be used for the proper separation.

Effect on the Postal Service and Its Customers

Proper mail preparation is required for visibility throughout the Postal Service network. When mail is not properly separated for dispatch to the processing facility, in accordance with procedures, there is an increased likelihood that mail will require additional processing steps. Furthermore, this can result in delays and service failures and an increased risk of customer dissatisfaction, which may adversely affect the Postal Service brand.

Postal Service Response
The Postal Service agreed with this finding.

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34 An expedited service that may contain any mailable matter weighing no more than 70 pounds.
35 *Mail Preparation (MTEL) Changes Level 22 and Above Only*, September 2023.
36 All level – 22 units and higher are required to follow these package separation requirements.

Appendix A: Additional Information

We conducted this audit from May through July 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 Hickman Mills Station, Robert L. Roberts Post Office, and the Shawnee Mission Post Office, as well as the district.

We assessed the reliability of PTR, DCV, 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.

UNITED STATES POSTAL SERVICE

July 1, 2024

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: Shawnee Mission Post Office, Mission, KS: Delivery
Operations (Report Number 24-107-3-DRAFT)

Thank you for providing the Postal Service an opportunity to review and comment on the findings contained in the draft audit report, *Shawnee Mission Post Office, Mission, KS: Delivery Operations*.

Management generally agrees with the six findings in the report on delayed mail, package scanning, arrow keys, timekeeping, property conditions, and sortation of packages for dispatch.

Management has begun taking steps to address the six 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*. 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.

Arrow Keys: Management will update the inventory log to reflect all arrow keys on hand and report all missing keys to the US Postal Inspection Service. Management will also conduct training on proper management and security of arrow keys. Additionally, reviews will be conducted to monitor for compliance.

Timekeeping Management: Local management will be retrained on proper record keeping for pay adjustments, disallowed time, and unauthorized overtime. Management will create and accurately maintain logbooks for PS Forms 1017-A *Time Disallowance Record* and PS Forms 1017-B *Unauthorized Overtime Record*. Files will be maintained for all PS Forms 2240 *Pay, Leave, or Other Hours Adjustments Request*. District level management will also conduct review to monitor for compliance including ensuring entries are completed in TACS to resolve exceptions.

Property Conditions: Management has abated one of the six property conditions related to safety, security, and maintenance and working to either fix or complete work orders for the remaining items.

Sortation of Packages for Dispatch: Management will provide service talks to reinforce package separation practices to ensure Priority Mail is not comingled with non-priority mail. Reviews will be conducted to monitor for compliance.

E-SIGNED by EDDIE.L BANNER
on 2024-07-01 16:18:04 EDT

Eddie Banner
District Manager, KS- MO District

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

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