Tuscaloosa Main Post Office, Tuscaloosa, AL: Delivery Operations

AUDIT REPORT

Transmittal Letter

September 9, 2024

MEMORANDUM FOR: JUNE M. MARTINDALE
MANAGER, ALABAMA-MISSISSIPPI DISTRICT

Sean Balduff

FROM: Sean Balduff
Director, Field Operations, Central and Southern

SUBJECT: Audit Report – Tuscaloosa Main Post Office, Tuscaloosa, AL: Delivery Operations (Report Number 24-125-3-R24)

This report presents the results of our audit of delivery operations and property conditions at the Tuscaloosa Main Post Office in Tuscaloosa, AL.

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, 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 Tuscaloosa Main Post Office (MPO) in Tuscaloosa, AL (Project Number 24-125-3). The Tuscaloosa MPO is in the Alabama-Mississippi District of the Southern Area and services ZIP Codes 35401 and 35406[1] (see Figure 1). These ZIP Codes serve 59,184 people in a predominantly urban area. Specifically, 55,963 (95 percent) live in urban communities and 3,221 (5 percent) live in rural communities.[2]

Figure 1. ZIP Codes Serviced by the Tuscaloosa MPO
Source: OIG.
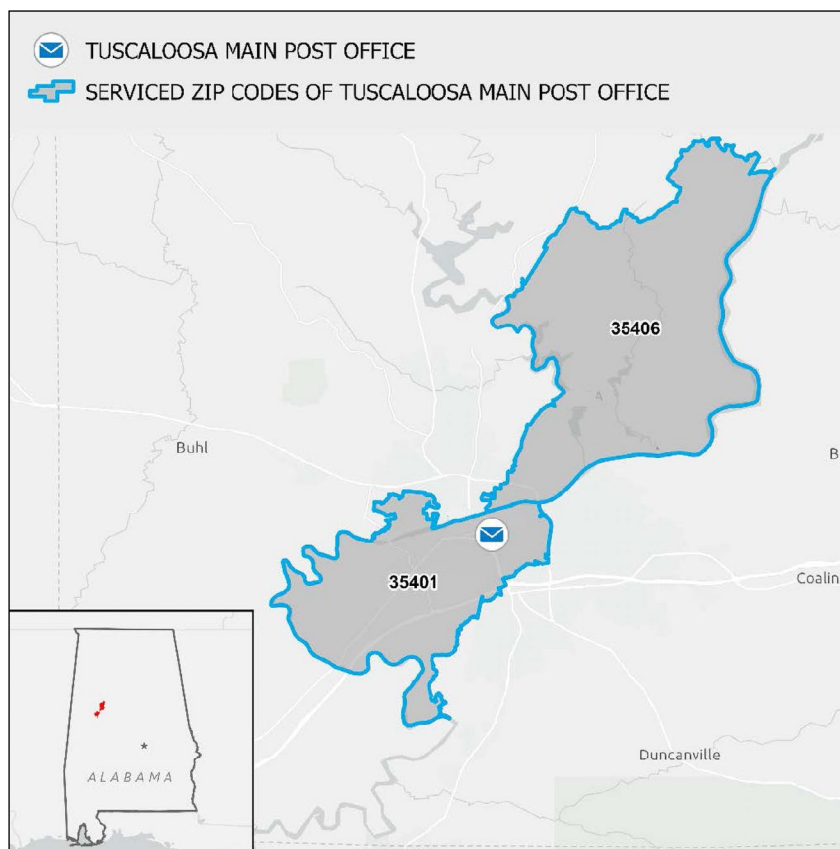
This delivery unit has 30 city routes and nine rural routes and is participating in the Postal Service's Local Transportation Optimization initiative implemented March 11, 2024. Local Transportation Optimization eliminates the evening pickup of mail at post offices for transportation to a processing center. Mail and packages sent from the Tuscaloosa MPO, as well as mail collected by carriers on their routes after the last scheduled dispatch, will wait until the next morning for collection. Further, the Tuscaloosa MPO is one of three delivery units[3] the OIG reviewed during the week of July 8, 2024, that are serviced by the Birmingham Processing and Distribution Center (P&DC) and Mail Processing Annex (MPA).

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1   The unit also services ZIP Codes 35402, 35403, and 35486, which are used for Post Office Boxes.
2   We obtained ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information.
3   The other two units were the Center Point Branch (Project Number 24-125-1) and Northport Post Office (Project Number 24-125-2).

We assessed all units serviced by the Birmingham P&DC and MPA based on the number of Customer 360[4] (C360) delivery-related inquiries,[5] Informed Delivery[6] contacts, stop-the-clock[7] (STC) scans performed away from the delivery point, and undelivered route information between March 1 and May 31, 2024. We also reviewed first and last mile failures[8] between March 2 and May 31, 2024.

We judgmentally selected the Tuscaloosa MPO primarily based on the number of C360 inquiries related to delivery, Informed Delivery contacts, and STC scans performed at the delivery unit. The unit was also chosen based on first and last mile failures. 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 March 1 and May 31, 2024

Delivery Metric	Unit Average per Route	District Average per Route
C360 Delivery Inquiries	11.2	6.5
Informed Delivery Contacts	15.6	14.8
STC Scans at the Unit	12.9	12.3

Source: OIG analysis of Postal Service's C360, Informed Delivery, and Product Tracking and Reporting (PTR) System data extracted on June 11, 2024. PTR is the system of record for all delivery status information for mail and packages with trackable services and barcodes.

Objective, Scope, and Methodology

Our objective was to evaluate mail delivery operations and property conditions at the Tuscaloosa MPO in Tuscaloosa, AL.

To accomplish our objective, we focused on five audit areas: delayed mail, package scanning, arrow keys,[9] 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.[10] During our site visit, we observed mail conditions; 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[11] and interviewed unit management and employees. We discussed our observations and conclusions as summarized in Table 2 with management on August 22, 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 Tuscaloosa MPO. We will issue a separate report[12] 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 Tuscaloosa MPO. Specifically, we found issues with all five areas we reviewed. We also identified issues related to the sortation of packages for dispatch to the Birmingham MPA (see Table 2).

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4   A cloud-based application that enables Postal Service employees to diagnose, resolve, and track customer inquiries.
5   A compilation of package inquiry, package pickup, daily mail service, and hold mail inquiries.
6   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.
7   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 Pickup," and "No Access."
8   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.
9   A distinctively shaped key that 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.
10 Time of day that clerks have completed distributing mail to the carrier routes.
11 The area of a delivery unit where letters or packages that the carriers were unable to deliver are stored for customer pickup.
12 Project Number 24-125.

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: Package Separations	X	

Source: Results of our fieldwork during the week of July 8, 2024.

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

Finding #1: Delayed Mail

What We Found

On the morning of July 9, 2024, we identified about 6,357 delayed mailpieces at the carrier cases. Specifically, we identified 5,145 letters, 997 flats, and 215 packages.[13] Approximately 89 percent of the delayed mail we identified were from six carrier routes. In addition, management did not report this mail as undelivered in the Delivery Condition Visualization (DCV)[14] system. See Figure 2 for examples of delayed mail found at the carrier cases. In addition, the carriers did not complete Postal Service (PS) Forms 1571, *Undelivered Mail Report,*[15] to document undelivered mailpieces.

Figure 2. Examples of Delayed Mail at the Carrier Cases

Source: OIG photos taken July 9, 2024.

Why Did It Occur

The postmaster attributed the delayed mail we identified to a lack of employee availability. Specifically, the day before our arrival, the unit had two vacant city carrier positions, seven carriers were on leave and three city carrier assistants had recently quit. The postmaster added that the unit was short two supervisors due to one vacant position and one being on emergency leave since September 2023.

In addition, management did not verify that all mail was cleared from the unit because the AM supervisor believed carriers were coming back later in the day to pick up and deliver mail that was left in the office after splitting routes. However, two carriers did not deliver the portions of the split route assigned to them, which left inadequate street coverage on an open route. The PM supervisor stated that other duties, such as managing carriers as they came back from the street, and 15 other carriers still on the street after 8 p.m. left her so overwhelmed that she did not assign the remaining undelivered committed mail.

Also, management did not ensure that carriers completed PS Forms 1571 to note the reason why mail could not be delivered. Management stated it

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13   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.*

14   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.

15   PS Form 1571, *Undelivered Mail Report,* lists all mail distributed to the carrier for delivery that was left in the office or returned undelivered.

was a practice they did not enforce. However, during our fieldwork, management made forms accessible to all carriers. In addition, management did not report delayed mail in the DCV system because the postmaster stated that the closing supervisor misunderstood the requirements for reporting delayed mail in DCV and failed to notify him about the mail that was not delivered.

What Should Have Happened

Delivery unit managers must review all communications that may affect the day's workload and be sure that replacements are available. Postal Service policy[16] states that all types of First-Class Mail, Priority Mail, and Priority Mail Express are always committed for delivery on the day of receipt. In addition, managers are 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.

Further, management must update DCV if volumes have changed prior to the end of the business day.[17] Furthermore, all mail returned from the street is required to be identified with a PS Form 1571, signed by the carrier and supervisor.

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.

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16   *Committed Mail & Color Code Policy for Marketing Mail* stand-up talk, February 2019.
17   *Informed Visibility Delivery Condition Visualization User Guide,* August 2023.

Finding #2: Package Scanning

What We Found

Employees scanned packages improperly at the delivery unit and handled packages incorrectly at the unit.[18]

We reviewed package scanning data for scans that occurred at the unit and removed any potentially accurate scans performed.[19] In total, employees improperly scanned 502 packages at the delivery unit between March and May 2024 (see Table 3). Further analysis of the STC scan data for these packages showed that 62 percent of them were scanned "Delivered."

Table 3. STC Scans at the Delivery Unit

STC Scan Type	Count	Percentage
Delivered	312	62.2%
Delivery Attempted – No Access to Delivery Location	187	37.3%
Delivery Exception – Animal Interference	1	0.2%
No Authorized Recipient Available	1	0.2%
Receptacle Full / Item Oversized	1	0.2%
Total	**502**	**100%***

Source: OIG analysis of the Postal Service's PTR System data.
*Total percentage does not equal 100 percent due to rounding.

We also found issues with scanning and handling of packages in the unit. On the morning of July 9, 2024, before carriers arrived for the day, we selected 52 packages[20] to review and analyze their scanning and tracking history. Of the 52 sampled packages, 33 (63 percent) had improper scans or handling issues, including:

- Twelve packages from the "Notice Left" area were missing "Available for Pickup" scans to let the customer know that their package can be picked up at the post office.

- Seven packages from the carrier cases, scanned "Delivery Attempted – No Access to Delivery Location," had been attempted twice and should have been moved to the "Notice Left" area.

- Five packages from the carrier cases, scanned "Delivery Attempted - No Access to Delivery Location," were scanned between .4 and 1 mile away from the delivery point. Scans should occur as close to the delivery point as possible.

- Four packages (two from the carrier cases and two from the "Notice Left" area) were missing "Arrival at Unit" scans, which is required for service performance.

- Two packages from the "Notice Left" area were scanned "Returned to Sender" but had not been returned.

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

- One package from the "Notice Left" area was scanned "Delivered Parcel Locker," but the package was on the shelf.

- One package from the "Notice Left" area was scanned "Forwarded" but was still on the shelf.

Further, 11 packages in the "Notice Left" area were not returned to the sender, as required. These packages ranged from three to 90 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 they monitor the Parser report and the Retail and Delivery Applications and Reports (RADAR) scanning dashboard daily for scanning failures only. Management stated they were not aware of other reports available to monitor improper scans and scans made away from the

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18 We found a nominal amount of scans occurring away from the delivery unit and over 1,000 feet from the intended delivery point between January and March 2024.
19 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.
20 We reviewed all 22 packages from the "Notice Left" area and judgmentally selected 30 packages from the carrier cases.

delivery point. In addition, the employee that usually monitors the "Notice Left" area was on leave for the three weeks prior to our arrival, and the other clerks conducted reviews only when time allowed.

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,[21] which includes scanning packages at the time and location of delivery.[22] 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.[23]

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.

Management Actions

During our audit, clerks reviewed the packages in the "Notice Left" area and returned those with past return dates to the senders.

Postal Service Response

The Postal Service agreed with this finding.

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21   *Delivery Done Right the First Time* stand-up talk, March 2020.
22   *Carriers Delivering the Customer Experience* stand-up talk, July 2017.
23   *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 July 11, 2024, we reviewed the unit's arrow key certification list in the RADAR[24] system and conducted a physical inventory of arrow keys at the unit. We determined three of the 34 keys located at the unit were not on the list, and one of the 34 keys on the list could not be located. Additionally, two of the three broken arrow keys we found were not reported in RADAR and none of these broken keys were returned to the vendor. Further, unit management had not reported the missing key to the U.S. Postal Inspection Service.

Why Did It Occur

The postmaster stated that management did not verify the RADAR inventory list with the physical arrow keys that would have identified the missing, extra, and broken keys. The certifying supervisor stated that he verifies the keys based on those present in the cart, rather than using the unit's accountable log. He said that he was unaware of any discrepancies and was unsure of the reporting process for lost and broken arrow keys.

What Should Have Happened

Management should have verified that arrow key procedures were properly followed. According to Postal Service policy,[25] management must keep an accurate inventory of all arrow keys. Any missing keys must be immediately reported to the U.S. Postal Inspection Service. Further, broken keys must be updated on the RADAR inventory log and returned to the vendor.

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.

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

Finding #4: Timekeeping Management

What We Found

We determined that management did not print, sign, or retain AdjustPay[26] Certifications for two pay adjustments made between March 30 and June 21, 2024.

In addition, the station had 12 unresolved disallowed time occurrences for the same period. Management did not complete PS Forms 1017-A, *Time Disallowance Record,*[27] entries in the Time and Attendance Collection System (TACS),[28] or print and retain PS Forms 1017-A for any of these occurrences.

Why Did It Occur

The supervisor stated she remembered entering the pay adjustments into the AdjustPay system and informing the carrier over the phone that she had to sign the adjustment forms; however, she could not remember if the carrier signed the forms. Unit management stated they were aware of the reporting requirements and completion process in TACS; however, other duties, such as answering phone calls and monitoring carriers, took priority over timekeeping adjustments and completing PS Forms

1017-A. In addition, the supervisor did not know that they had to keep a binder for PS Forms 1017-A.

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 entries and place them in a notebook binder that is secured from unauthorized access documenting the reason for the disallowed time.

Effect on the Postal Service and Its Customers

When proper documentation of pay adjustments and time disallowances are 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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26 AdjustPay is an application that automates PS Form 2240, Pay, Leave and Other Hours Adjustments Requests.
27 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.
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 § 211.

Finding #5: Property Conditions

What We Found

We found safety, security, and maintenance issues at the Tuscaloosa MPO, including:

Property Safety:

- Monthly inspections for 10 portable fire extinguishers were missing or had expired.
- Five portable fire extinguishers did not have valid annual maintenance inspections.
- Three ladders were not secured in the custodial room.
- Two portable fire extinguishers were blocked on the dock and in the custodial room.
- Two electrical outlets were missing their covers in the finance room.

Property Security:

- The bolts on top of a back dock door were broken, causing the door to be out of service (see Figure 3).

Figure 3. Broken Bolts on Back Door

Source: OIG photo taken July 9, 2024.

Property Maintenance:

- Walls were damaged in the men's restroom, custodial room, finance office, and several areas near the retail unit (see Figure 4).
- Floor tiles in the men's restroom were damaged.
- There were damaged/missing ceiling tiles in the custodial room, finance restroom, finance room closet, and in a storage room.
- The postal vehicle parking lot needs the parallel parking area lines re-painted, and a burned-out light bulb needs replacement.
- The sink in the custodial room was inoperable and was missing part of the water pipe.
- The finance room closet is missing the light cover and the inside doorknob.
- There was a hole on the bottom of the glass partition leading into the lobby.
- There was a hole in the ceiling pipe/vent on the workroom floor.
- A lift on the dock did not extend out completely to properly unload mail.

Figure 4. Damaged Walls

Damaged wall in men's restroom.

Damaged wall behind the retail unit.

Source: OIG photos taken July 10, 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 postmaster stated that he was aware of the maintenance issues submitted in the electronic Facilities Management System and RADAR reports, like the broken bolts on the back door and parallel parking area that needed painting. However, he was not aware of the other issues because his attention was on overseeing two facilities.

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.[32]

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

Finding #6: Package Separations

What We Found

Employees at the Tuscaloosa MPO did not properly separate packages destined for the Birmingham MPA. Specifically, on July 10, 2024, during the unit's evening operations, we observed that Priority Mail[33] was comingled with non-Priority Mail in three containers going to the Birmingham MPA.

Why Did It Occur

Management did not provide oversight to ensure that employees properly separated packages for dispatch to the Birmingham MPA. The postmaster informed us that the closing employee mistakenly followed incorrect separation requirements.

What Should Have Happened

In September 2023, the Postal Service implemented changes[34] for the preparation and dispatch of packages to processing facilities by delivery units of a specified level.[35] 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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33 An expedited service for shipping mailable matter, subject to certain standards, such as size and weight limits, that includes tracking and delivery in one to three expected business days.

34 *Mail Preparation (MTEL) Changes Level 22 and Above Only*, September 2023.

35 All level 22 units and above are required to follow these package separation requirements.

Appendix A: Additional Information

We conducted this audit from June through September 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 for the Center Point Branch, Northport Post Office, and Tuscaloosa MPO, as well as the district.

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

August 23, 2024

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: Tuscaloosa Main Post Office, Tuscaloosa, AL: Delivery
Operations (Report Number 24-125-3-DRAFT)

Thank you for providing the Postal Service an opportunity to review and comment on the findings
contained in the draft audit report, *Tuscaloosa Main Post Office, Tuscaloosa, AL: 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. Also, the district
will conduct compliance reviews to ensure adequate staffing is available to deliver all committed
mail daily.

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 and disallowed time. Management will create, accurately maintain and secure
logbooks for PS Forms 1017-A *Time Disallowance Record.* Files will be maintained for all PS
Forms 2240 *Pay, Leave, or Other Hours Adjustments Request.* Additionally, reviews will be
conducted to monitor for compliance.

Property Conditions: Management has abated nine of the fifteen property conditions related to
safety, security, and maintenance. Management is working to resolve the remaining issues, in
which some may require submission of workorders for assistance from other resources.

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 JUNE.M MARTINDALE
on 2024-08-26 17:39:22 EDT

June M Martindale
District Manager, AL-MS District

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

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

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