Efficiency of Operations at the West Valley Processing and Distribution Center, Phoenix, AZ

AUDIT REPORT
Report Number 25-044-R25 | April 1, 2025

OFFICE OF
INSPECTOR
GENERAL
UNITED STATES POSTAL SERVICE

Transmittal Letter

April 1, 2025

MEMORANDUM FOR: FELIPE FLORES JR
DIVISION DIRECTOR, PROCESSING OPERATIONS, WESTERN

KYLE WALSH
DIVISION DIRECTOR, LOGISTICS, WESTERN

Joseph E. Wolski

FROM: Joseph E. Wolski
Director, Field Operations, Atlantic & WestPac

SUBJECT: Audit Report – Efficiency of Operations at the West Valley Processing
and Distribution Center, Phoenix, AZ
(Report Number 25-044-R25)

This report presents the results of our audit of the West Valley Processing and Distribution Center.

All recommendations require U.S. Postal Service Office of Inspector General (OIG) concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. Recommendations should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendations can be closed.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact Joe LoVecchio, Audit Manager, or me at 703-248-2100.

Attachment

cc: Postmaster General
Chief Processing and Distribution Officer and Executive Vice President
Chief Logistics and infrastructure Officer and Executive Vice President
Vice President, Processing and Maintenance Operations
Vice President, Logistics
Vice President, Western Regional Processing Operations
WestPac Regional Director, Logistics
Corporate Audit Response Management

Results

Background

The U.S. Postal Service needs effective and productive operations to fulfill its mission of providing prompt, reliable, and affordable mail service to the American public. It has a vast transportation network that moves mail and equipment among approximately 315 processing facilities and 31,200 post offices, stations, and branches. The Postal Service is transforming its processing and logistics networks to become more scalable, reliable, visible, efficient, automated, and digitally integrated. This includes modernizing operating plans and aligning the workforce; leveraging emerging technologies to provide world-class visibility and tracking of mail and packages in near real time; and optimizing the surface and air transportation network. The U.S. Postal Service Office of Inspector General (OIG) reviews the efficiency of mail processing operations at facilities across the country and provides management with timely feedback to further the Postal Service's mission.

This report presents the results of our self-initiated audit of the efficiency of operations at the West Valley Processing and Distribution Center (P&DC) in Phoenix, AZ (Project Number 25-044). We judgmentally selected the West Valley P&DC based on factors affecting delivery and customer service at five delivery units it services. We reviewed several P&DC performance indicators during fiscal years (FY) 2024 and 2025, including first and last mile failures;[1] workhours; scanning compliance;[2] and late, canceled, and extra trips. The West Valley P&DC is in the Western Division and processes flats and packages. The West Valley P&DC services multiple 3-digit ZIP Codes in urban and rural communities[3] (see Table 1).

As of November 29, 2024, the West Valley P&DC's employee availability[4] was 87.27 percent for processing, which is below the FY 2024 employee availability goal of 89 percent for processing.

Table 1. Population Demographics

3-Digit ZIP Codes	Urban Population	Rural Population	Total Population
850-853	4,818,139	237,386	5,055,525
855	47,973	49,713	97,686
859-860	145,335	131,944	277,279
863	163,190	70,469	233,659

Source: Postal Service National Distribution Labeling List and 2020 Census Bureau data.

Delivering for America Initiatives in the Phoenix Region

As part of the Postal Service's ten-year plan, Delivering for America, it is making changes to its delivery, processing, and logistics networks.[5] As part of these network changes, select regions of the country have opened Regional Processing and Distribution Centers (RPDC), including one in Phoenix. RPDCs manage the flow of mail and packages originating from or destined to their respective service areas. The Phoenix RPDC is still undergoing construction, but it is already an active Regional Transfer Hub (RTH) site. RTHs are facilities where mail volume is consolidated before dispatch to the

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1   First mile failures occur when a mailpiece is collected and does not receive a processing scan at the origin processing facility on the day that it was intended. Last mile failures occur after the mailpiece has been processed at a processing facility on a final processing operation and is not delivered to the customer on the day it was intended.
2   Scans include load, depart, unload, close, assign, and arrive.
3   We obtained ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information.
4   Data that compares straight work hours to the work hours that would have been recorded if all employees reported to work as scheduled.
5   Delivery for America 2.0, September 30, 2024

network and inbound volume is sorted for distribution to other processing facilities in the region. The West Valley P&DC will be converted into a Local Processing Center (LPC) in the future. LPCs handle the sorting of letters, flats, and packages for designated ZIP Codes within their regions, dispatching them to delivery units.

In addition, the Postal Service launched Local Transportation Optimization (LTO) in the Greater Phoenix Area in 2024. In the LTO initiative, the Postal Service consolidates pick-up and drop-off activities at locations more than 50 miles from the servicing LPC. We did not visit delivery units impacted by LTO, but the West Valley P&DC processes LTO mail. When we were on site at the West Valley P&DC, the facility was processing flats and packages.

Objective, Scope, and Methodology

Our objective was to evaluate the efficiency of operations at the West Valley P&DC. To accomplish our objective, we focused on four audit areas: mail clearance times,[6] delayed mail, late, canceled, and extra outbound trips; and scan compliance. We reviewed Surface Visibility Web (SVWeb)[7] data for late, canceled, and extra trips, as well as scan compliance for the period from December 1, 2023, to November 30, 2024. Further, we identified mail clearance time goals for the West Valley P&DC and compared them with operations shown in the Run Plan Generator report.[8] During our site visit the week of January 13, 2025, we interviewed P&DC management and observed mail processing and dock operations.

During this time, the OIG audited the Phoenix P&DC and five delivery units[9] serviced by the West Valley

and Phoenix P&DCs in Phoenix, AZ. We will provide the results of those audits to Postal Service management in separate reports. See Appendix A for additional information about our scope and methodology.

Results Summary

We identified deficiencies with three of the four areas we reviewed that affected the efficiency of operations at the West Valley P&DC (see Table 2). We also identified other issues related to safety and preventative maintenance.

Table 2. Summary of Results

Audit Area	Deficiencies Identified	
	Yes	No
Clearance Times		X
Delayed Mail	X	
Late, Canceled, and Extra Outbound Trips	X	
Scan Compliance	X	
Other Issues	X	

Source: Results of OIG data reviewed from December 1, 2023, to November 30, 2024, and fieldwork conducted from January 14 to January 16, 2025.

For the audit area where issues were not identified, we performed the following:

- Clearance Times – We analyzed mail processing schedules and data to verify the plant was meeting the scheduled clearance times. During our visit, we also observed the timely processing of mail and did not find any systemic issues.

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6   The latest time committed mail can clear an operation for proper dispatch or delivery.
7   A website dedicated to the Surface Visibility program, which provides real-time transportation updates and reports on the movement of trailers in the surface network. The data captured to identify early, on-time, late, or canceled trips is also used to evaluate and improve transportation schedules.
8   An application mail processing facilities use to plan machine utilization based on volume, clearance times, and other criteria.
9   The five delivery units were Boulder Hills Station, Phoenix, AZ (project number 25-046-1); Mesa Four Peaks Station, Phoenix, AZ (project number 25-046-2); Avondale Goodyear Main Post Office, Goodyear, AZ (project number 25-046-3); Scottsdale Airpark Station, Scottsdale, AZ (project number 25-046-4), and Sunnyslope Carrier Annex, Phoenix, AZ (project number 25-046-5).

Finding #1: Delayed Mail

What We Found

We observed delayed mail in the facility on each day from January 14 through January 16, 2025. Specifically, we identified packages on the workroom floor, and by processing machines that were delayed (see Figure 1).

Plant management correctly reported these delayed packages in the Mail Condition Visualization (MCV) system[10] on each day of our observations. In total, management reported 26,096 delayed mailpieces in the MCV system during our visit. Although the plant had delayed package volume, it only represented approximately 1.8 percent of total package volume processed for these three days (see Table 3).

In addition, we identified poor placarding practices at the West Valley P&DC. Placards identify where mail is coming from and when it arrived. Specifically, we observed numerous containers without placards throughout the workroom floor. We were unable to determine if the mail in these containers was delayed due to the missing placards (see Figure 2).

Figure 1. Examples of Delayed Packages
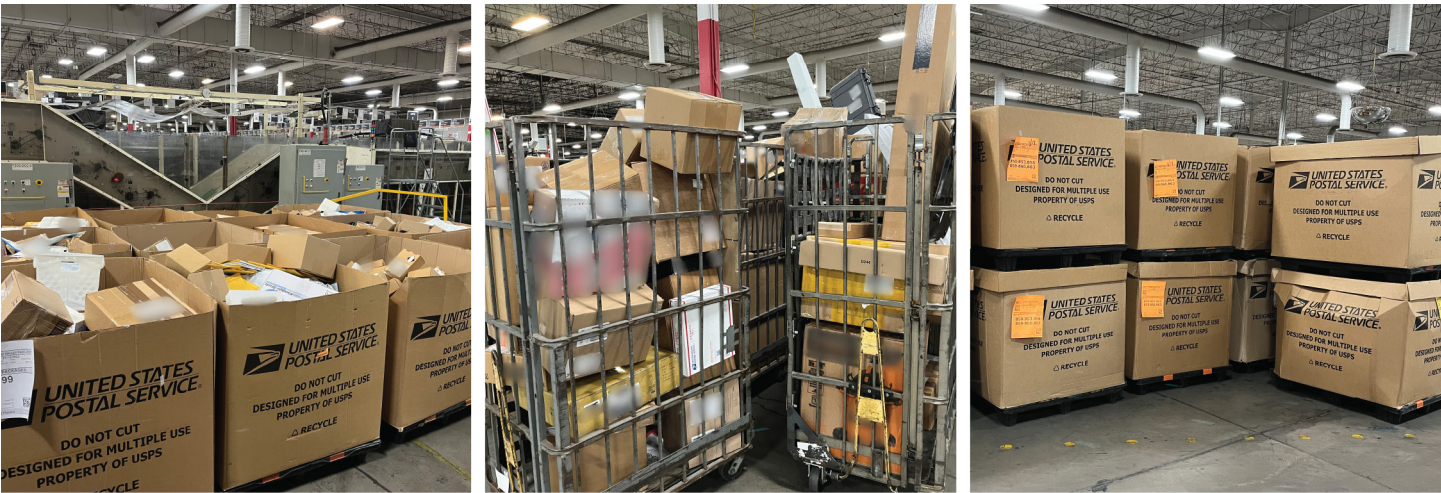
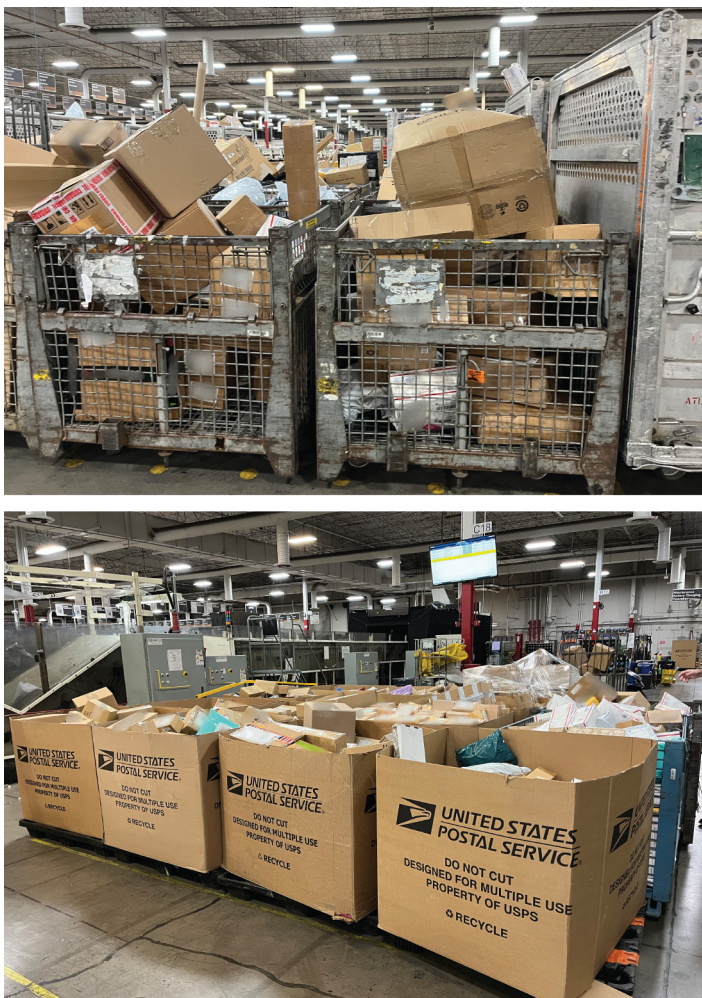Source: OIG observations at West Valley P&DC January 15 and 16, 2025.

Table 3. Reported Delayed Mail Compared to Total Packages Processed

Observation Date	Delayed Flats Reported in MCV	Delayed Packages Reported in MCV	Total Packages Processed	Percent of Processed Packages Delayed
January 14	0	2,263	444,042	0.5%
January 15	0	16,240	519,308	3.1%
January 16	0	7,593	511,670	1.5%
Total	**0**	**26,096**	**1,475,020**	**1.8%**

Source: OIG analysis of MCV and Enterprise Data Warehouse (EDW).

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10   Mail Condition Visualization provides near real-time visibility of a facility's on-hand volume, delayed processing volume, delayed dispatch volume, and oldest mail date by mail category and processing operation and stores historical trailer information.

Figure 2. Containers Without Placards

Source: OIG observations at West Valley P&DC on January 15, 2025.

Why Did it Occur

According to plant management, the delayed mail was primarily due to increased volume from local parcel shippers and other processing regions. Specifically, from January to November 2024, the West Valley P&DC processed approximately 45.6 million (about 45.4 percent) more packages compared to the previous year (see Figure 3). This occurred because in January 2024, the West Valley P&DC began temporarily serving as an RTH while the new Phoenix RPDC was under construction. However, as the RPDC began ramping up operations, it also needed staff; over 50 mail handlers were moved from West Valley P&DC to the RPDC. This slowed down operations at West Valley P&DC, and they have been hiring new staff since August 2024. This increased volume, along with staffing shortages, caused mail to be delayed.

During our January 2025 site visit, management stated that more volume had moved to the RPDC. Management also stated that as the RPDC phases into operation, volume at West Valley will decline.

We also identified that management did not provide oversight to ensure all mail containers had a placard at the facility. Management acknowledged that containers did not always contain a placard.

Figure 3. West Valley P&DC Package Volume
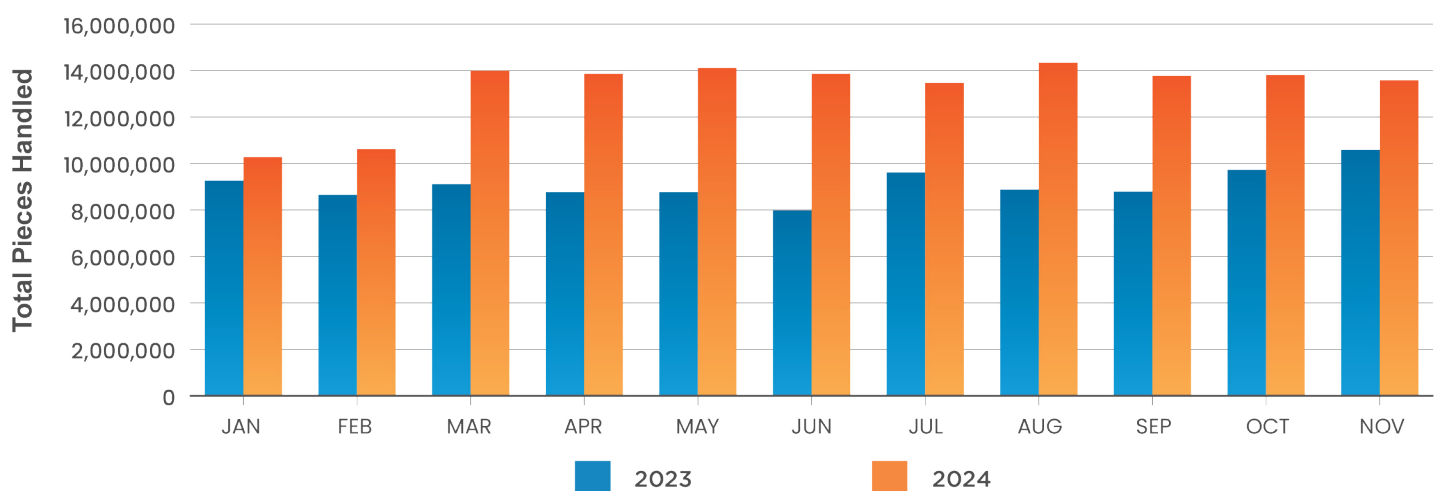
Source: EDW.

What Should Have Happened

Postal Service policy[11] states that managers should continually gauge how well they are managing the flow of mail and have managerial control over the workload, personnel, and equipment needed for a well-run operation. Postal Service policy[12] also addresses the importance of accurately placarding mail, as placard information is used throughout the mailstream to ensure timely processing.

Effect on the Postal Service and Its Customers

When mail is not processed properly, there is an increased likelihood of delays. When mail is delayed, there is an increased risk of customer dissatisfaction, which may adversely affect the Postal Service brand. In addition, incorrect or incomplete labels on mail as it moves through a processing facility make it difficult to manage the mailflow and correctly prioritize the processing of mail.

Due to the ongoing network changes impacting the West Valley P&DC, which will address volume and staffing, we are not making a recommendation.

Recommendation #1

We recommend the **Western Division Director, Processing Operations** train mail clerks and supervisors on proper placarding in processing operations and verify these procedures are followed at the West Valley Processing and Distribution Center.

Postal Service Response

The Postal Service agreed with this finding and the associated recommendation. Management stated that they will issue standard work instructions and implement color-coded placards to identify the day in which mail should be processed. The target implementation date is May 31, 2025. See Appendix B for management's comments in their entirety.

OIG Evaluation

The OIG considers management's comments responsive to this recommendation.

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11   Handbook PO-413, *Platform Operations*, Sections 2-1 and 2-4.4, dated December 2013.
12   Plant Manager Handbook, Section 7, *Processing and Mail Flow*, dated July 2024.

Finding #2: Late, Canceled, and Extra Trips

What We Found

From December 1, 2023, through November 30, 2024, there were a total of 122,279 outbound trips from the West Valley P&DC. Of the total outbound trips, there were 26,465 late trips, 13,396 canceled trips, and 5,683 extra trips at the West Valley P&DC. These trips represent about 37.2 percent of all trips at the facility (see Table 4).

Table 4. Outbound Transportation Metrics

Transportation Metric	Number of Trips	Percentage of Total Outbound Trips
Late Trips	26,465	21.6%
Canceled Trips	13,396	11.0%
Extra Trips	5,683	4.6%

Source: SVWeb.

We did not identify systemic issues with extra trips.

Why Did it Occur

According to SVWeb data, and interviews with management officials, the top reasons for late outbound trips at the West Valley P&DC were dock congestion, dock personnel staffing issues and Postal Vehicle Service (PVS) driver availability.

Plant management stated that increased transportation and a limited number of dock doors were the primary contributors to dock congestion. When trips were added to the schedule, many trips had the same planned depart time. This caused backups on the docks because there were not enough employees to load the trucks simultaneously. In January 2025, some mail volume and transportation were shifted to the Phoenix RPDC. These recent changes should reduce the number of trucks arriving at the facility, alleviate dock congestion, decrease volume, and reduce the number of employees needed for dock operations. Therefore, we will not be making a recommendation for these issues.

Management also stated that due to driver shortages, PVS drivers are sometimes used to cover multiple runs, which causes trips to be canceled or depart late. Management completed a review of transportation schedules in November 2024 and is currently in the process of hiring PVS drivers, which should minimize late and canceled trips.

What Should Have Happened

According to Postal Service policy,[13] key elements of effective dispatch and routing include evaluating transportation performance to planned schedules and ensuring that planned dispatches are compatible with an effective mail arrival profile at the destination.

Effect on the Postal Service and its Customers

When there are late and canceled trips, there is an increased risk the mail will not be delivered on time, which can adversely affect Postal Service customers, harm the brand, send mailers to competitors, increase operating costs, and cause the Postal Service to lose revenue.

Recommendation #2

We recommend the **Western Division Director, Logistics** evaluate and adjust transportation schedules to reduce late and canceled trips at the West Valley Processing and Distribution Center once network changes have been implemented.

Postal Service Response

The Postal Service agreed with this finding and the associated recommendation. Management stated that they will complete the hiring of drivers and continue to modify transportation schedules until the RTH is fully functional. The target implementation date is August 31, 2025.

OIG Evaluation

The OIG considers management's comments responsive to this recommendation.

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13   Handbook M-22, *Dispatch and Routing Policies*, Section 116, dated July 2013.

Finding #3: Scan Compliance

What We Found

From December 1, 2023, to November 30, 2024, the West Valley P&DC achieved a total scan compliance score of 94.85 percent, which is above the National Performance Assessment goal of 93.25 percent for Mail Processing Operations. However, the facility has an opportunity to improve on load and unload scans. During the period we reviewed, the average compliance for load scanning was 90.05 percent, and 91.62 percent for unload scanning (see Figure 4).

Figure 4. Scanning Compliance at the West Valley P&DC

Source: SVWeb.

Why Did it Occur

Plant management attributed the inconsistent load and unload scanning to lack of management oversight, employee training and inoperable scanners. The plant manager acknowledged that supervisors are not always monitoring dock operations to verify load and unload scans are consistently completed. Additionally, the West Valley P&DC has scanners that frequently go offline or are inoperable. For example, on January 16, 2025, we conducted a review of SV scanners and found that 66 out of 205 scanners (32 percent), were not working for various reasons (see Figure 5). West Valley P&DC personnel have a system to identify inoperable scanners, with an orange sticker, and maintains records of scanners sent out for repair. However, management does not have a detailed log to properly track scanner issues or repair status.

Figure 5. Inoperable Scanners

Source: OIG photos taken January 16, 2025, at the West Valley P&DC.

What Should Have Happened

Postal Service policy[14] states that employees are required to perform outbound and inbound scans of containers and trailers to ensure 100 percent mail visibility.

Effect on the Postal Service and its Customers

Low scanning compliance contributes to inaccurate utilization data, missent mail, and operational inefficiencies. Management uses scanning data to streamline outbound container operations, enhance dispatch quality, and increase efficiency in the use of transportation containers and trailers. When scans are not made, management may not have the information needed to make accurate operational decisions.

Recommendation #3

We recommend the **Western Division Director, Processing Operations** and **Western Division Director, Logistics**, provide training to employees on proper scanning procedures and verify supervisors are monitoring scanning to improve compliance with load and unload scan goals at the West Valley Processing and Distribution Center.

Recommendation #4

We recommend the **Western Division Director, Processing Operations**, maintain a log of broken and out-for-repair scanners to assess whether scanners need to be replaced at the West Valley Processing and Distribution Center.

Postal Service Response

The Postal Service agreed with this finding and the associated recommendations. Regarding recommendation 3, management stated they will provide training on load and unload scans and supervisors will monitor compliance. The target implementation date is August 31, 2025. Regarding recommendation 4, management stated that they will create a log to track inoperable scanners and status of repair. The target implementation date is May 31, 2025.

OIG Evaluation

The OIG considers management's comments responsive to these recommendations.

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14   *Surface Visibility Program User Booklet*, updated January 10, 2023.

Finding #4: Safety

What We Found

During our site observations, we observed a safety issue with trucks and trailers parked at the docks without wheel chocks to prevent them from rolling away (see Figure 6). Specifically, on the mornings of January 14 through January 16, 2025, we observed a sample of 20 out of 59 trucks parked at the dock that did not use wheel chocks.

Figure 6. Trailer Without Wheel Chocks

Source: OIG photo taken at the West Valley P&DC January 14, 2025.

Why Did it Occur

Management at the West Valley P&DC did not consistently enforce safety rules to properly secure trucks and trailers at the docks. The inconsistent use of wheel chocks was due to a lack of management oversight.

What Should Have Happened

Postal Service policy[15] states that drivers must prevent trailers from rolling away from docks by using wheel chocks. In addition, the Occupational Safety and Health Administration (OSHA) requires employers to provide a safe and healthy workplace free of recognized hazards.[16]

Effect on the Postal Service and its Customers

When employees do not observe safe working practices and safety rules, there is an increased risk of employee accidents and injuries.

Management Actions

In response to our observations, management conducted reviews and stand-up talks with employees on the required use of wheel chocks. Therefore, we will not be making a recommendation regarding this matter.

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15   Handbook EL-803, *Maintenance Employee's Guide to Safety*, Section 1, subsection C dated July 2020.
16   OSHA Act of 1970.

Finding #5: Preventive Maintenance

What We Found

We reviewed the electronic Conditioned Based Maintenance[17] preventive maintenance records and found that preventive maintenance is not always being completed. Specifically, from June 1, 2024, through November 29, 2024, the West Valley P&DC had an overall preventive maintenance completion rate of 82.75 percent, which is below the goal of 95 percent.

Why Did it Occur

Preventive maintenance was frequently bypassed due to mail processing using machines through scheduled maintenance timeframes. Additionally, the Manager, Maintenance stated all machines are scheduled for preventive maintenance around the same time and there are not enough maintenance employees to complete these tasks as scheduled.

What Should Have Happened

According to Postal Service policy,[18] preventive maintenance is essential to the effective and efficient operation of mail processing machines. Management is responsible for scheduling a regular window of time to perform maintenance on each individual piece of mail processing equipment and should consider the operational needs of the facility.

Effect on the Postal Service and Its Customers

Failure to adequately maintain mail processing equipment could impact the ability to process mail efficiently and increase machine downtime. When mail is not processed correctly and on time, there is an increased risk the mail will not be delivered on time, which can adversely affect Postal Service customers, harm the brand, send mailers to competitors, increase operating costs, and cause the Postal Service to lose revenue.

Recommendation #5

We recommend the **Western Division Director, Processing Operations**, adjust preventive maintenance windows and verify preventive maintenance is completed at the West Valley Processing and Distribution Center.

Postal Service Response

The Postal Service agreed with this finding and the associated recommendation. Management stated that they will adjust maintenance windows to align with mail processing operations and monitor compliance. They will continue to modify maintenance windows until the RTH is fully operational. The target implementation date is August 31, 2025.

OIG Evaluation

The OIG considers management's comments responsive to this recommendation.

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17   Application used to generate preventive maintenance tasks and checklists using production thresholds such as machine run hours and pieces fed.
18   Management Instruction AS-530-90-5, Preventive Maintenance for Mail Processing Equipment.

Appendix A: Additional Information

We conducted this audit from December 2024 through April 2025, 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. We discussed our observations and conclusions with management on March 7, 2025, and included its comments where appropriate.

In planning and conducting the audit, we obtained an understanding of the mail processing 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 control activities, information and communication, and monitoring that were significant within the context of our objectives. Our recommendations, if implemented, should correct the weaknesses we identified.

We assessed the reliability of MCV, EDW,[19] and SVWeb 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.

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19 A repository intended for all data and the central source for information on retail, financial, and operational performance. Mission-critical information comes to Enterprise Data Warehouse from transactions that occur across the mail delivery system, points-of-sale, and other sources.

Appendix B: Management's Comments

![UNITED STATES POSTAL SERVICE logo]

March 11, 2025

BRIAN NEWMAN
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: Efficiency of Operations at the
West Valley Processing and Distribution Center, Phoenix,
AZ. (Report Number 25- 044-DRAFT)

Thank you for providing the Postal Service an opportunity to review and comment on the findings contained in the draft audit report, *Efficiency of Operations at the West Valley Processing and Distribution Center, Phoenix, AZ.*

Management agrees with the five findings in the report on delayed mail, late, canceled trips, scan compliance, and other issues.

Following are our comments on each of the five recommendations.

Recommendation 1:
We recommend the Western Division Director, Processing Operations train mail clerks and supervisors on proper placarding in processing operations and verify these procedures are followed at the West Valley Processing and Distribution Center.

Management Response/Action Plan: Management agrees with this recommendation.

Standard work instructions for the use and application of FIFO labels, has been reissued to craft and EAS employees. For inbound mail, a color-coded PROCESSING label indicating date, time, and tour of entry, must be affixed. A color-coded DOWNFLOW label, indicating date, time, and operation origin, must be affixed to mail already in the building.

Management will conduct reviews to monitor compliance.

Target Implementation Date: 05/31/2025

Responsible Official:
Western Division Director, Processing Operations

Recommendation 2:
We recommend the Western Division Director, Logistics evaluate and adjust transportation schedules
to reduce late and canceled trips at the West Valley Processing and Distribution Center once network changes have been implemented.

Management Response/Action Plan: Management agrees with this recommendation.

Management will complete the following to reduce late trips:
- Hire PVS drivers
- Daily review of late trips and reason codes with Processing and Logistics
- Shift trips to allow more flexibility on the docks and in the yard.
  - This will also assist in trip arrival and departure times (spacing them out)
- Each tour SLO will send an EOD report with late trips and address drivers as necessary.
- Continue with dock modifications and realignments to ensure inbound and outbound maneuverability and fluidity.

The opening of the Phoenix RTH has increased door availability and alleviated yard and dock congestion, thus decreasing the number of late trips. The VAP will be reviewed for THS departures and trips aligned more closely with mail arrival to the THS gate, to minimize THS trip cancellations.

West Valley will continue to modify and realign until the Phoenix RTH is fully functional. After which, adjustments to transportation schedules will be made as necessary.

Target Implementation Date: 08/31/2025

Responsible Official:
Western Division Director, Logistics Operations

Recommendation 3:
We recommend the Western Division Director, Processing Operations and Western Division Director, Logistics, provide training to employees on proper scanning procedures and verify supervisors are monitoring scanning to improve compliance with load and unload scan goals at the West Valley Processing and Distribution Center.

Management Response/Action Plan: Management agrees with this recommendation.

Management has reissued the SOP and stand-up talk on proper scanning procedures and the requirement to consistently perform load and unload scans. The SOP reiterates the importance of scanning and how to apply daubers upon performing scans.

Management will monitor to ensure compliance.

Target Implementation Date: 08/31/2025

Responsible Official:
Western Division Director, Processing Operations
Western Division Director, Logistics

Recommendation 4:
We recommend the Western Division Director, Processing Operations, maintain a log of broken and out-for-repair scanners to assess whether scanners need to be replaced at the West Valley Processing and Distribution Center.

Management Response/Action Plan: Management agrees with this recommendation.

In addition to the current process used to identify inoperable scanners, management will establish a log to document and track scanner related repair issues. The log will include the date scanner became inoperable, the reason if applicable, next steps, outcome, and final disposition with date.

Processing Support has created a ticket and continues to work with contractor to get approximately 60 SV scanners back online.

Target Implementation Date: 05/31/2025

Responsible Official:
Western Division Director, Processing Operations

Recommendation 5:
We recommend the Western Division Director, Processing Operations, adjust preventive maintenance windows and verify preventive maintenance is completed at the West Valley Processing and Distribution Center.

Management Response/Action Plan: Management agrees with this recommendation.

Maintenance and Operations are working together to remediate staggered maintenance windows and improve machine efficiency. Management anticipates easier coordination of maintenance windows as the Phoenix RTH transitions into full operation and less mail is processed at West Valley.

Additionally, management will conduct reviews to monitor compliance.

Target Implementation Date: 08/31/2025

Responsible Official:
Western Division Director, Processing Operations

E-SIGNED by FELIPE FLORES JR
on 2025-03-11 14:48:23 EDT

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Felipe Flores JR.
Western Division Director, Processing
E-SIGNED by Kyle A Walsh
on 2025-03-11 12:54:57 EDT

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Kyle Walsh
Western Division Director, Logistics

cc: Vice President, Regional Processing Operations (WEST-PAC)

Corporate Audit Response Management

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

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