Avondale Goodyear Main Post Office, Goodyear, AZ: Delivery Operations

AUDIT REPORT

Report Number 25-046-3-R25 | April 1, 2025

Transmittal Letter

April 1, 2025

MEMORANDUM FOR: TINA M. SWEENEY
MANAGER, ARIZONA-NEW MEXICO DISTRICT

[signature: Sean Balduff]

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

SUBJECT: Audit Report – Avondale Goodyear Main Post Office, Goodyear, AZ: Delivery Operations (Report Number 25-046-3-R25)

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

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. Recommendation 2 should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendation can be closed. We consider recommendation 1 closed with the issuance of this report.

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, WestPac 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 Avondale Goodyear Main Post Office (MPO) in Goodyear, AZ (Project Number 25-046-3). The Avondale Goodyear MPO is in the Arizona-New Mexico (AZ-NM) District of the WestPac Area and serves about 182,071 people in ZIP Codes 85323, 85338, 85392, and 85395, which are considered predominantly urban communities (see Figure 1). Specifically, 178,697 (98 percent) live in urban communities and 3,374 (2 percent) live in rural communities.[1]

This delivery unit has 54 rural routes and 34 city routes. From November 2 through November 29, 2024, the delivery unit had six supervisors assigned.[2] As of November 29, 2024,[3] the employee availability rate for the Avondale Goodyear MPO was 92 percent, which is under the Postal Service's retail and delivery operations employee availability goal of 93.6 percent for fiscal year 2024. The Avondale Goodyear MPO is one of five delivery units[4] the OIG reviewed during the week of January 13, 2025, that are serviced by the Phoenix Processing and Distribution Center (P&DC) and West Valley P&DC.

Figure 1. ZIP Codes Serviced by the Avondale Goodyear MPO
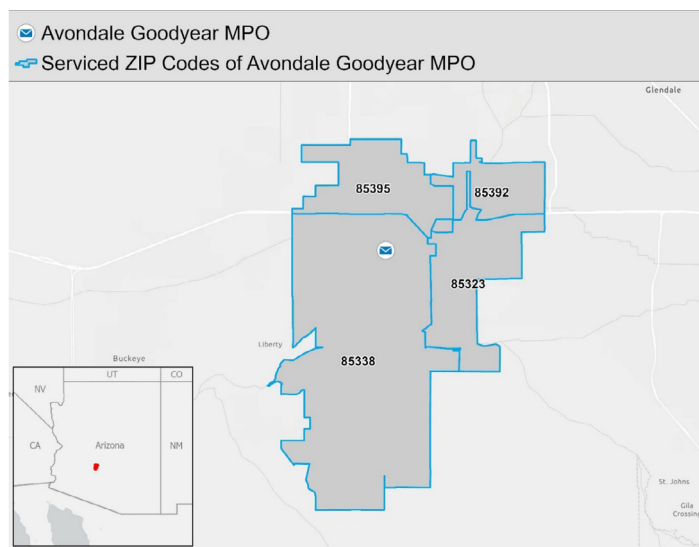
Source: OIG analysis of ZIP Code data.

We assessed all units serviced by the Phoenix and West Valley P&DCs based on the number of Customer 360[5] (C360) delivery-related inquiries,[6] Informed Delivery[7] contacts, stop-the-clock[8] (STC) scans performed inaccurately, undelivered route information, and first and last mile failures between September 1 and November 30, 2024.

We judgmentally selected the Avondale Goodyear MPO 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.

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1   We obtained ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information.
2   According to the Postal Service's Time and Attendance Collection system (TACS). TACS is the system used by the Postal Service to automate the collection of employee time and attendance information.
3   The last day of Pay Period 25.
4   The other four units were the Boulder Hills Station, Phoenix, AZ (Project Number 25-046-1); Mesa Four Peaks Station, Mesa, AZ (Project Number 25-046-2); Scottsdale Airpark Station, Scottsdale, AZ (Project Number 25-046-4); and Sunnyslope Carrier Annex, Phoenix, AZ (Project Number 25-046-5).
5   A cloud-based application that enables Postal Service employees to diagnose, resolve, and track customer inquiries.
6   A compilation of package inquiry, package pickup, daily mail service, and hold mail inquiries.
7   Informed Delivery is a free and optional notification service that gives residential customers the ability to digitally preview their letter-sized mail and submit inquiries for mailpieces that were expected for delivery but have not arrived.
8   A scan event that indicates the Postal Service has completed its commitment to deliver or attempt to deliver the mailpiece. Examples of STC scans include "Delivered," "Available for Pickup," and "No Access."

Table 1. Delivery Metric Comparison Between September 1 and November 30, 2024

Delivery Metric	Unit Average per Route	District Average per Route
C360 Delivery Inquiries	13.4	8.4
Informed Delivery Contacts	16.4	14.6

Source: OIG analysis of Postal Service's C360 and Informed Delivery data extracted December 4, 2024.

Objective, Scope, and Methodology

Our objective was to evaluate mail delivery operations and property conditions at the Avondale Goodyear MPO in Goodyear, AZ.

To accomplish our objective, we focused on the following audit areas: delayed mail, package scanning, arrow keys,[9] carrier separations and transfers, and property safety and security conditions. Specifically, we reviewed delivery metrics, including the number of routes and carriers, mail arrival time, amount of reported delayed mail, package scanning, and carrier complement. During our site visit we observed mail conditions; arrow key security procedures; and unit safety and security conditions. We also analyzed the scan status of mailpieces at the carrier cases and interviewed unit management and employees. We discussed our observations and conclusions as summarized in Table 2 with management on March 7, 2025, and included its comments, where appropriate.

We are issuing this interim report, with recommendations related to delayed mail, to provide the Postal Service with timely information regarding conditions we identified at the Avondale Goodyear MPO. We will issue a separate capping report[10] that provides the Postal Service with the overall findings and recommendations for all five delivery units, as well as the district. The capping report will include actions taken by management to address the issues identified in this interim report. See Appendix A for additional information about our scope and methodology.

Results Summary

We identified issues affecting delivery operations and property conditions at the Avondale Goodyear MPO. Specifically, we found issues with four of the five areas we reviewed (see Table 2).

Table 2. Summary of Results

Audit Area	Deficiencies Identified	
	Yes	No
Delayed Mail	X	
Package Scanning	X	
Arrow Keys	X	
Carrier Separations and Transfers		X
Property Conditions	X	

Source: Results of our fieldwork during the week of January 13, 2025.

We analyzed employee data and did not identify any issues with employee separations and transfers.

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9   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.
10   Project Number 25-046.

Finding #1: Delayed Mail

What We Found

On the morning of January 14, 2025, we identified about 33,548 delayed mailpieces[11] at 25 carrier cases, the hot cases,[12] collections, and in the postage due[13] area. Specifically, we identified 3,089 letters, 2,422 flats, and 28,037 packages. In addition, management did not accurately report this mail as undelivered in the Delivery Condition Visualization (DCV)[14] system. See Table 3 for the number of pieces for each mail type and Figures 2 and 3 for examples of delayed mail found at the unit. Further, the carriers did not complete Postal Service (PS) Form 1571, *Undelivered Mail Report,*[15] to document undelivered mail.

Of the total delayed packages, 27,680 (99 percent) consisted of 173 containers of unprocessed postage due packages dating back to December 2023 that were returned to various local mailers. Some of these packages had unreadable addresses and barcode labels due to weather exposure and contained items such as batteries, pet food, and vitamins. Furthermore, the containers were staged around the exterior of the building and in the employee parking lot without protection from the weather or potential theft. We estimated recoverable revenue loss totaling $332,619[16] from the delayed collection of postage due for these packages.

Table 3. Types of Delayed Mail Identified

Type of Mail	Carrier Cases	Hot Cases	Collections	Postage Due	Total Count of Delayed Mail
Letters	1,869	1,220			3,089
Flats	2,406	16			2,422
Packages	322		35	27,680	28,037
Totals	**4,597**	**1,236**	**35**	**27,680**	**33,548**

Source: OIG count of delayed mailpieces identified during our visit January 14, 2025.

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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.* Postage due package pieces were based on the average count of three containers multiplied by 173 total containers identified at the unit on January 16, 2025.
12   A case designated for final withdrawal of mail as carriers leave the office.
13   Mail on which additional postage is collected on final delivery, generally because of additional services provided.
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.
16   This estimate was based on the average postage due of 100 samples taken from multiple containers.

Figure 2. Examples of Delayed Mail

Carrier Case

Hot Case

Source: OIG photos taken January 14, 2025.

Figure 3. Examples of Delayed Postage Due Packages

Source: OIG photo and video taken January 14 and 15, 2025

Why Did It Occur

Management did not provide adequate oversight and verify that all mail was cleared from the unit and the delayed mail was accurately reported in the DCV system. The postmaster attributed the delayed mail to limited resources and increased postage due volume. Specifically:

- The unit had seven full-time city carrier vacancies and two carriers on unscheduled leave the day prior to our visit.

- Regarding the postage due packages, the postmaster stated they had an increase in volume over the past 18 months. The unit went from receiving about 20 packages per day with two clerks processing the postage due, to receiving

several containers of packages per day with only one clerk processing the postage due. This clerk also sorted and distributed mail to carriers and assisted at the retail counter daily. The postmaster further stated that when the clerk does work on the postage due packages, they were instructed by Postal Service Headquarters to prioritize a large commercial mailer's packages over all others. The postmaster has repeatedly elevated the issue to upper management and has requested help from surrounding offices but has not received any additional resources.

In addition, the postmaster stated she did not report the delayed postage due packages accurately in DCV because she was instructed by district management not to. She said that she was told that returned packages are not considered delayed mail.

Furthermore, the closing supervisor stated that the unit did not follow the Redline process[17] and that the non-use of PS Form 1571 was due to a lack of carrier training and management enforcement. Specifically, he stated he was busy with other duties, such as monitoring multiple carriers on the street, taking phone calls, and handling union related issues, which prevented him from completing a thorough review.

What Should Have Happened

Management should have ensured that all mail was sorted and delivered daily and that any mail returned from a route was properly identified. Postal Service policy[18] states that all types of First-Class Mail, Priority Mail, and Priority Mail Express are always committed for delivery on the day of receipt. Mail received with mixed classes always retains the highest class.[19] In addition, managers are required[20] 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. In addition, policy[21] states delivery units must follow the

Redline process, which includes carriers completing a PS Form 1571 for any undelivered mail brought back to the delivery unit. In the event collection mail does not make it on the final dispatch truck to the plant, management must initiate procedures for ensuring the mail is transported to the processing plant.[22]

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. Further, when postage due packages are not processed timely, there is an increased risk of revenue loss.

Recommendation # 1

We recommend the **Manager, AZ-NM District,** provide additional resources to process all delayed postage due mail at the Avondale Goodyear Main Post Office.

Recommendation # 2

We recommend the **Manager, AZ-NM District**, develop and implement a plan to verify that committed mail is delivered daily, all delayed mail is entered into the Delivery Condition Visualization system, and unit management and carriers are following the Redline process at the Avondale Goodyear Main Post Office.

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17 A standardized framework encompassing manager and carrier responsibilities after carriers return to the delivery unit upon completion of delivery assignments, ensuring that any mail returned from the street is identified with a signed completed PS Form 1571 and that no mail is taken back to the carrier case.
18 *Committed Mail & Color Code Policy for Marketing Mail* stand-up talk, February 2019.
19 Postage due returned packages arrived at the Avondale Goodyear MPO commingled with other incoming First-Class Mail and Priority Mail packages.
20 *DCV Learn and Grow,* August 1, 2024.
21 Standard Operating Procedures, Redline Policy.
22 Standard Operating Procedure, Dispatch Deviation Policy, July 19, 2024.

Postal Service Response

The Postal Service agreed with this finding and associated recommendations. Regarding recommendation 1, management stated it processed all delayed postage due mail. The Postal Service requested closure of recommendation 1 upon issuance of this report. Regarding recommendation 2, management stated training has been provided on the proper reporting and handling of delayed mail. In addition, local management now sends an email to district management daily to confirm mail has been delivered and/or properly reported in DCV. The target implementation date is April 30, 2025. Regarding the monetary impact, management agrees there is a cost associated with the delayed unprocessed postage due packages; however, it calculated a total of $190,171.91. See Appendix B for management's comments in their entirety.

OIG Evaluation

The OIG considers management's comments responsive to the recommendations. However, the Postal Service needs to provide support showing that district management is physically confirming that all committed mail has been delivered or properly reported in DCV to close recommendation 2. After reviewing the documentation management provided to support actions taken for recommendation 1, the OIG agreed to close this recommendation upon issuance of the report.

Regarding our disagreement with the monetary impact, management provided its methodology for calculating the amount of delayed postage due parcels, which was based on physical reviews and estimates. The OIG considers management's calculations too low based on our methodology. Specifically, we estimated the total number of delayed postage due parcels and the average amount of postage due for each parcel based on physical examination of hundreds of parcels. In addition, we received confirmation from unit management that the first 25 (of 173) containers that were processed by the unit totaled $105,907 in postage due. Therefore, we believe our calculation of $332,619 is an accurate, conservative estimate.

Finding #2: Package Scanning

What We Found

Employees scanned packages improperly at the delivery unit, scanned packages away from the intended delivery point,[23] 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.[24] In total, employees improperly scanned 370 packages at the delivery unit between September 1 and November 30, 2024 (see Table 4). Further analysis of the STC scan data for these packages showed that about 50 percent of them were scanned "Delivered."

Table 4. STC Scans at Delivery Unit

STC Scan Type	Count	Percentage
Delivered	183	49.5
Delivery Attempted – No Access to Delivery Location	120	32.4
Return to Sender	38	10.3
Receptacle Full / Item Oversized	17	4.6
No Secure Location Available	11	3.0
No Authorized Recipient Available	1	.3
Total	**370**	**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.

* 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 January 14, 2025, before carriers arrived for the day, we selected 30 packages from the carrier cases to review and analyze scanning and tracking history. Of the 30 sampled packages, 12 (40 percent) had improper scans or handling issues, including:

- Seven packages were scanned "Delivery Attempted – No Access to Delivery Location" between 1.1 and 6.2 miles away from the delivery point. Scans should be made as close to the delivery point as possible.

- Three packages were scanned "Delivered In/At Mailbox," "Delivered, Left with Individual," or "Delivered, Parcel Locker," which should only be performed when a package is successfully left at the customer's delivery address.

- One package was missing an "Arrival-at-Unit" scan, which is necessary to provide complete visibility.

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

Why Did It Occur

Unit management did not adequately monitor and enforce proper package scanning and handling procedures. Management stated it monitored scans daily, but its focus was on the district integrity report, which details scans completed at the unit after 3:00 p.m., and the daily administrative call, which identified scanning issues. It was not using the report that showed where scans were occurring.

In addition, the PM supervisor did not follow and enforce the Redline process, resulting in issues with the packages found at the carrier cases. The PM supervisor stated he may have missed some of the packages during his clearing process due to numerous carriers returning to the unit at the same time. Furthermore, some carriers did not inform management of undelivered packages, which he attributed to a lack of training on the Redline process.

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23 We found a nominal amount of scans occurring away from the delivery unit and over 1,000 feet from the intended delivery point between September 1 and November 30, 2024.

24 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.

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,[25] which includes scanning packages at the time and location of delivery.[26]

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 the customer experience and the Postal Service brand.

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

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25 *Delivery Done Right the First Time* stand-up talk, March 2020.
26 *Carriers Delivering the Customer Experience* stand-up talk, July 2017.

Finding #3: Arrow Keys

What We Found

Unit management did not properly update the arrow key inventory log. On the morning of January 16, 2025, we reviewed the unit's arrow key certification list in the Retail and Delivery Applications and Reports (RADAR)[27] system and conducted a physical inventory of keys at the unit. Unit management reported 224 keys in RADAR as "In-Use," "Returned," "In-Vault," "Damaged," and "Not at this Office." Based on our physical review of arrow keys at the unit, 12 of the 224 keys were missing, and an additional 78 keys found at the unit were not recorded in RADAR. In addition, the 13 keys that unit management recorded in RADAR as "Returned" or "Not at This Office," were found at the unit. Furthermore, we found four broken keys that were not listed as "Damaged" on the RADAR report. Unit management did not report any of the 12 keys we identified as missing to the U.S. Postal Inspection Service.

Why Did It Occur

The postmaster stated she verifies arrow keys with her own inventory spreadsheet for each route because the RADAR listing is not in order by route number. Furthermore, she stated she was not aware of any discrepancies.

What Should Have Happened

Management should have verified that arrow key procedures were properly followed. According to Postal Service policy,[28] management must keep an accurate inventory of all arrow keys. Any missing keys must be immediately reported to the Postal Inspection Service. Further, broken keys must be updated on the RADAR inventory log.

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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27 The arrow key certification in RADAR provides a national platform for all facilities to verify current inventory and account for all arrow keys.
28 *Arrow/Modified Arrow Lock (MAL) Key Accountability Standard Work Instruction*, dated May, 2024.

Finding # 4: Property Conditions

What We Found

We found property safety issues at the Avondale Goodyear MPO, including:

- Exposed wires on an electrical junction box (see Figure 4).
- Missing handles on two fire extinguisher cases (see Figure 4).
- Two interior doors not labeled with "Not an Exit" signs.
- A blocked control panel on the dock.
- A blocked interior Postal Inspection Service door.

Why Did It Occur

Management stated it overlooked the missing handles on the fire extinguisher cases, the exposed electrical wires, and missing "Not an Exit" signs. During our audit, management took corrective action and unblocked the control panel on the dock and the Postal Inspection Service door.

What Should Have Happened

Management should have provided sufficient oversight of personnel responsible for maintaining facilities, reported safety issues as they arose, and followed up for completion. The Postal Service requires management to maintain a safe environment for employees and customers.[29]

## Effect on the Postal Service and Its Customers

Management's attention to safety 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.
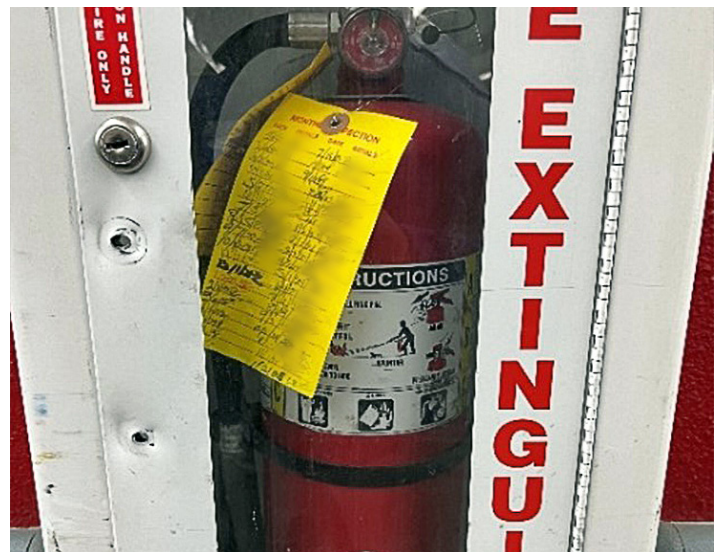
> **Postal Service Response**
> The Postal Service agreed with this finding.

Figure 4. Examples of Safety Issues

Electrical Box with Exposed Wires
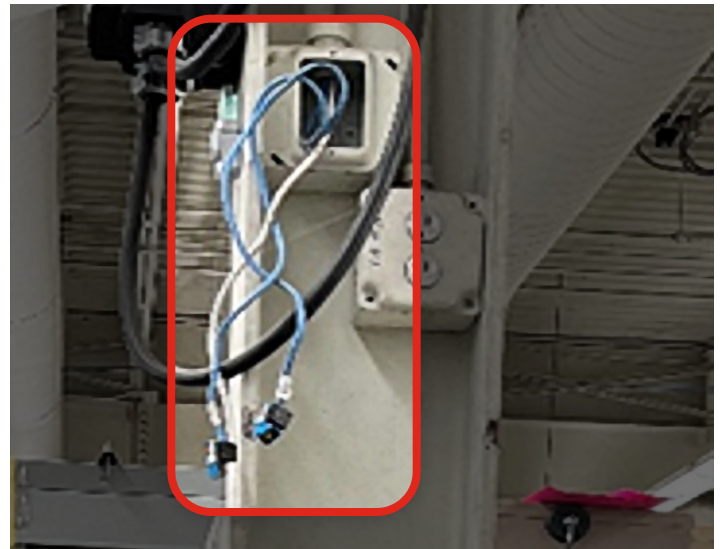
Fire Extinguisher Case Missing Handle

Source: OIG photos taken January 15, 2025.

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

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.

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 objective.

Our recommendations, if implemented, should correct the weaknesses we identified related to delayed mail. We will issue a separate report that provides the Postal Service with the overall findings and recommendations for the Boulder Hills Station, Mesa Four Peaks Station, Avondale Goodyear MPO, Scottsdale Airpark Station, and Sunnyslope Carrier Annex, as well as the district.

We assessed the reliability of DCV and PTR 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

March 14, 2025

BRIAN NEWMAN
ACTING DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: *Avondale Goodyear Main Post Office, Goodyear, AZ: Delivery Operations* (Report Number 25-046-3-DRAFT)

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

Management generally agrees with the four findings in the report on delayed mail, package scanning, arrow keys, and property conditions.

Regarding the monetary impact, management agrees that there is a cost associated with the delayed unprocessed postage due packages, but our calculations differ from those reported by the Office of Inspector General. Our calculation totals $190,171.91 based on our physical review and verification of each parcel and its entry in PostalOne!.

Management has begun taking steps to address the four findings and has implemented actions to resolve the two recommendations.

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* and follow the *Redline process*. Reviews will be conducted to monitor for compliance.

Recommendation 1: We recommend the **Manager, AZ-NM District** provide additional resources to process all delayed postage due mail at the Avondale Goodyear Main Post Office.

Management Response/Action Plan: Management agrees with this recommendation. Management has processed all delayed postage due mail at the Avondale Goodyear MPO and requests closure of this recommendation with issuance of the final report.

Target Implementation Date: 04/30/2025

Responsible Official: District Manager, Arizona- New Mexico District

Recommendation 2:
We recommend the **Manager, AZ-NM District**, develop and implement a plan to verify that committed mail is delivered daily, all delayed mail is entered into the Delivery Condition Visualization system, and unit management and carriers are following the Redline process at the Avondale Goodyear Main Post Office.

Management Response/Action Plan: Management agrees with this recommendation. Training has been provided on the proper reporting and handling of delayed mail. Additionally, local management at Avondale Goodyear MPO sends an email to the manager daily to confirm mail has been delivered and/or properly reported in DCV.

Target Implementation Date: 04/30/2025

Responsible Official: District Manager, Arizona- New Mexico District

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.

Property Conditions: Management has abated the safety related property conditions identified in the audit.

E-SIGNED by TINA.M SWEENEY
on 2025-03-14 16:43:58 EDT

Tina M. Sweeney
a/District Manager, AZ-NM District

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

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

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