



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

June 7, 2022

The Honorable Marc Veasey
Member, U.S. House of Representatives
6707 Brentwood Stair Rd., Suite 200
Fort Worth, TX 76112

Attn: Jennifer Ward, Director of Constituent Services

Dear Congressman Veasey:

Thank you for your February 8, 2022, correspondence on behalf of your constituent, Mr. Brian Carr of Irving, TX. The U.S. Postal Service Office of Inspector General (OIG) appreciates the opportunity to assist you and the constituents in your district.

Your constituent stated he purchased an Overnight Express package for delivery by noon on April 15, 2021. He states that the package was scanned as delivered on that date at 11:35 a.m., although it had not yet arrived. Mr. Carr stated the package arrived by 12:30 p.m. As of November 2021, Mr. Carr had not received a refund from the Postal Service. Mr. Carr asks the OIG to refer the matter for criminal prosecution based on a violation of federal criminal law.

The OIG conducts investigations to determine whether evidence exists of misconduct or criminal activity by postal employees and, when appropriate, refers such matters for criminal prosecution. When employee conduct does not meet the threshold for prosecution, we typically refer such matters to Postal Service management officials for their determination of possible administrative action. The OIG is separate and independent from Postal Service management and does not have the authority to take administrative action against postal employees.

Last year, the OIG referred Mr. Carr's allegations to the Postal Service. Mr. Carr has also previously sent his allegations directly to the Postal Service. Accordingly, postal management had the information and documentation it needed at that time to address the issue with the responsible employee, as it deemed appropriate, without the need for an OIG investigation. We did not identify a violation that warranted referral for criminal prosecution.

The OIG has, as Mr. Carr notes, identified problems with packages being scanned as delivered prior to arrival.¹ Our audit teams will continue to monitor and make recommendations to the Postal Service to address this issue. We will also make our audit teams aware of Mr. Carr's specific allegations for consideration as they conduct future work.

The OIG takes every allegation it receives seriously. We regret Mr. Carr's disappointment with the handling of his request. You may choose to continue to contact the Postal Service on Mr.

¹ [Scanning Issues Persist | USPS Office of Inspector General \(uspsoidg.gov\)](https://www.usps.gov/officeofinspector)

Carr's behalf in support of his effort to obtain a refund for this transaction, to the extent one has not already been received.

Thank you again for contacting the OIG. Please continue to let us know if we may assist you and your constituents. If you have questions related to this inquiry, let me know.

Sincerely,

A handwritten signature in black ink that reads "Kelly Delaney". The script is cursive and fluid, with the first letters of each word being capitalized and prominent.

Kelly Delaney
Senior Attorney
Government Relations