

DISTRICT MANAGER
DALLAS CUSTOMER SERVICE & SALES



June 9, 2021

Congressman Marc Veasey
JP Morgan Chase Bank Bldg.
1881 Sylvan Avenue, #108
Dallas, TX 75208-2084

Dear Congressman Veasey:

This letter is in response to your recent inquiry on behalf of your constituent, Mr. Brian Carr, regarding delivery of a Priority Mail Express® (9470 1036 9930 0057 5735 07) on April 15, 2021. Thank you for the opportunity to respond.

Please convey my apologies to Mr. Carr, for the manner in which the Priority Express Mail® envelope was handled. The Postal Service® is aware of the frustration and disappointment caused when we did not live up to our commitment. We work hard to offer good service to our customers, and it is genuinely disappointing to hear about instances when we simply do not meet the needs of our customers or achieve our service standards.

My office contacted Mr. Rodney Malone, Postmaster, Irving, TX, for assistance with this matter. Our records indicate the guaranteed date and time for delivery of the Priority Express Mail® was April 15, 2021, by noon. Mr. Malone retrieved data from the carrier's scanner and was able to confirm the package was scanned delivered on April 15, 2021, at 11:35 a.m. Mr. Malone states the carrier has been trained in the proper disposition and scanning of Priority Express Mail®. The signature was waived; therefore, allowing delivery directly to Mr. Carr's mailbox. Unfortunately, to be able to correct a scan in our system, it must be within the previous 21 calendar days.

If I can be of assistance in any other matter, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Scott Hooper'.