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Honorable Whitcomb

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I am seeking information about the policy of the USPS Office of the Inspector General to refer all problems with delivery and tracking to USPS management.

While it is clear that you and prior USPS Inspector Generals found the 'stop the clock' (STC) scanning of packages as delivered before actual delivery to be a problem and have attempted to put in place procedures to restrict the practice, USPS management has not been receptive to reducing the practice.

I personally experienced an STC instance (TN 9470103699300057573507) which I reported on several occasions to USPS management who did nothing. I then reported it to the USPS OIG who simply referred the matter back to USPS management (also on several occasions including a refund which was promised but still not delivered).

I personally consider STC scans to be misconduct which the USPS OIG should investigate as falsifying government records and, potentially, consumer fraud are crimes. These crimes should not be investigated by local management who are often complicit in the practice as their Pay for Performance (PFP) gives them an incentive to rely on STC scans to increase local profitability.

However, USPS OIG seems to uniformly refer these STC complaints to USPS local management where no action is taken. While this is in line with policy of referring all delivery and tracking problems to local management, this policy makes no sense under these circumstances.

Can you please let me know where the policy of referring all problems with delivery and tracking back to USPS originated? I think that policy should be reviewed and, potentially, adjusted but this review really needs to start with the origin of the policy.

Thanks for your help and consideration of this matter.

Brian Carr