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Tammy L. Whitcomb, Inspector General  
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Honorable Whitcomb

November 17, 2021

I am notifying you, an Officer of the United States, of on-going violations of statutory requirements and duties by your Office. In particular, federal crimes of falsifying government records (a crime under 18 U.S. Code Section 1001 (a) (1)) which your Office describes as 'Stop the Clock' tracking scans are not referred to the Attorney General as required under the INSPECTOR GENERAL ACT OF 1978, Section 4, which states in part that the "Inspector General shall report expeditiously to the Attorney General whenever the Inspector General has reasonable grounds to believe there has been a violation of Federal criminal law."

In Appendix A, I describe in detail the problems I encountered as a result of an illegal falsified scan record and my inability to actually get a refund due to the falsified delivery scan and flawed business processes which effectively defraud postal customers (another crime though not as obvious). The pervasive nature of these falsified records (as routinely documented by the USPS OIG) and flawed business processes surely result in the defrauding of many thousands of USPS postal customers every year.

While I had contacted you previously on August 1, 2021 inquiring about the origin of the policy of referring all 'Stop the Clock' scans back to local USPS management, the response I received finally from the USPS OIG FOIA hotline stated that the USPS OIG considers 'each allegation on a case-by-case basis' but that is almost certainly incorrect.

That was not my experience with USPS OIG which I have described in full in Appendix B. The reality is that there is an apparently unwritten and undocumented guidance directing all problems with 'delivery and tracking' back to USPS management. This guidance almost certainly originated with the USPS Board of Governors and predates your appointment as Inspector General. However, this 'guidance' is just as certainly undocumented because it is an illegal order which violates the statutory requirement that the USPS OIG report all violations of Federal criminal law to the Attorney General.

Indeed, the Department of Justice and Inspector General offices were created to address the problem that local federal management was not, in general, in a position to address such local federal crimes due to their possible involvement in the crimes themselves.

I am also an Officer of the United States as a Regular Army Captain with an Honorable Discharge and so am keenly aware of the difficulties of dealing with illegal orders. I trust that you will be able to navigate these treacherous waters created by illegal orders. Indeed at West Point there was specific training on how to respond to illegal orders (and it is not to challenge the order head on as an illegal order). In that regard, I am also copying the USPS Postmaster General, USPS Board of Governors, and Attorney General on this correspondence.

I also have come to appreciate that the foundation of our democracy and government of law is civil servants identifying and challenging illegal orders and not permitting falsified records. Indeed, the prompt elimination and correction of these illegal 'Stop the Clock' scans and the resulting defrauding of many thousands of postal customers could be a first step in restoring the failing trust of Americans in their government be it Readiness Reports (in the military), Proof of Delivery (from the USPS) or election results.

I ask that you refer my allegations to the Attorney General but also notify the USPS Postmaster General, USPS Board of Governors and Attorney General that at some date in the future, perhaps January 1, 2022, you will require your Office to report all federal crimes to the Attorney General with specific attention to falsified delivery records or 'Stop the Clock' scans.

Thanks for your assistance with this matter and continued service to the United States.

Brian P. Carr

CC: Postmaster General Louis DeJoy  
USPS - Headquarters  
475 L'Enfant Plaza SW  
Washington DC 20260-0010

Chairman Bloom  
USPS Board of Governors  
475 L'Enfant Plaza SW  
Washington DC 20260-0010

Attorney General Merrick B. Garland  
U.S. Department of Justice  
950 Pennsylvania Avenue, NW  
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## **Appendix A. History of Interactions with USPS**

I have made several requests for assistance in correcting a 'Stop The Clock' scan of a package (or a crime of falsifying government records) but have been unable to get the refund which was approved due to flawed business processes in USPS which seem to result in the defrauding of many thousands of USPS postal customers every year.

On April 9, 2021 I purchased an 'Overnight Express' click'n'ship with tracking number 9470103699300057573507 with guaranteed delivery to return my passport from the Thai embassy to my home address of 1201 Brady Dr, Irving, TX 75061. I used my personal account with USPS.com, userid brianpcarr and email brian@carrclan.us, to purchase the shipping label for \$26.35 on my visa card ending in 4280. The charge is listed on my statement ending April 15, 2021 as submitted on April 9 (completed on April 10).

I emailed the shipping label on April 9 to visa@thaiembdc.org at Visa Section, Consular Office, Royal Thai Embassy, 2300 Kalorama Rd., N. W., Washington, DC 20008. They mailed my passport back to me on the afternoon of April 13, 2021 using the shipping label I had provided. The shipment was received at the regional facility at 7:52PM and accepted at 8:46PM on April 13, 2021. At that time the guaranteed delivery was by 12PM on April 15, 2021 (longer than overnight as it was received late in the day, though current guarantees are even more lenient).

Apparently there was heavy traffic out of the D.C. area and the package did not arrive at the Irving Post Office until April 15, 2021, 11:18 AM. The delivery driver seems to have done a 'Stop the Clock' scan of the package as the package was 'out for delivery' at 11:29 AM and was scanned as delivered at 11:35 AM while the driver was likely still at the Post Office, a common practice for 'Stop the Clock' scans. It is virtually impossible to make the drive from the Post Office to my house in six minutes. Note that while 'Stop the Clock' scans have a relatively benign name, they are, in fact, crimes of falsifying government records as per 18 U.S. Code Section 1001 (a) (1).

As I was most anxious to begin processing the other online paperwork for my Thai visa and upcoming visit to Thailand, I checked for the package several times on the morning of April 15, 2021. When I received notice of the delivery at 11:35 AM, both my wife and I went out and looked for the package but could not find it.

I also called the Post Office about the missing package and was advised to not worry as there had been vehicle problems that morning and that my package would arrive soon. I asked if the record of delivery time would be corrected but received a non-committal answer. I also took a time stamped photo of our front porch area with no package present after it had been recorded as delivered.

At 12:30PM the package was in my mail box, delivered after the guaranteed delivery time (contrary to the 'Stop the Clock' delivery scan).

That afternoon I initiated an online request for a refund (refund request number 6006595) which was denied in minutes as the package was falsely reported as delivered on time. Two weeks later I was permitted to appeal that arbitrary denial and explained about the illegal 'Stop the Clock' scan.

On May 5, 2021 the status of the refund was changed to 'Dispute Paid'. However, the credit card which I used for the online 'click n ship' never posted the refund.

On June 9, 2021, Mr. Scott Hooper, District Manager, Dallas Customer Service and Sales, 951 W. Bethel Rd., Coppel, Texas, 75099-9998 replied to my queries about the falsified delivery time to Congressman Veasey stating that Mr. Rodney Malone, Postmaster, Irving, TX found that "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."

I contacted USPS customer service on numerous occasions as I did not get the refund but was only told to wait longer for the refund (even though I had already waited far longer than the suggested waiting time). When I complained that the refund was due many months ago, the response was just a generic statement about submitting a new refund request (which would be denied as it was too late to initiate a new refund request). See service request 28670242 on July 19, 2021.

I contacted the office of Congressman Veasey on August 19, 2021 seeking assistance in getting some resolution to the missing refund. On August 23, 2021, I was called by Vanessa K. Wallace of the Texas USPS consumer advocate office and sent her several documents which she requested at [vanessa.k.wallace@usps.gov](mailto:vanessa.k.wallace@usps.gov). Her final conclusion was that she was unable to access the records of the refund as they were out of the USPS Customer Service office in St. Louis and she referred the matter to them with no resolution of the matter.

On September 3, 2021, Ms. Scarpelli of the USPS responded to Congressman Veasey stating that my refund was paid on May 5, 2021 but that they could only give the details of the refund to me personally and that I should call Accounting Service Center or Customer Service to get the details.

I attempted to do this with service request 30518824 on September 14, 2021 which seems to have resulted in incident number INC000026481346 but could not get any information about the refund (transaction ID to contact my bank). On September 15, 2021 I called USPS accounting services at 1-866-974-2733 referring to the previous incident number INC000026481346 which Ms. Scarpelli cited and which was apparently opened previously when I had called on September 1, 2021 to find out the information about the refund on May 5, 2021. I spoke with about three representatives who kept referring me to another representative until on the fourth reference the accounting services system hung up on me (trying to refer to the same incident I had originally called about).

On September 16, 2021, I started again and spoke with Alex of Accounting Help Desk at Accounting Service Center. He found that the refund ID was 6006595 but could not give me the bank transaction details. He opened a new incident number 26497709 and said that someone would call me back with the information I required. Later I did get a return call by someone who passed the reference on to Marvin XF6HD0 of Customer Service who referred me back to accounting services but could not give me the details I was seeking.

There have been numerous service request since that time with one of the later being 00Dj0GyYH.\_500t0r8JyE:ref which suggested that I must contact the USPS Consumer Advocate via mail in order to resolve this matter as neither Customer Service or Accounting Services is able to resolve the matter. I sent that letter on October 7, 2021, but also copied the USPS Postmaster General and USPS Board of Governors via Chairman Bloom.

Unfortunately, the written request for assistance was ineffective as they apparently did not actually read content of my letter and simply opened another service request number 31513467 and 31513591 on October 18, 2021 which was referred back to Vannessa K. Wallace (ref:\_00Dj0GyYH.\_500t0sYbpj) who called me on October 20, 2021 where we concluded that she still could not resolve my difficulty but would call the national office to ask how to proceed with this matter. That service request was closed as resolved even though I have not gotten the refund or any information about how to actually get the refund.

It appears that the Accounting Service Center approved the refund and passed it off to Customer Service to make the actual refund. However, because the tracking record had an illegally falsified delivery time (a crime) via the 'Stop the Clock' scan which was not corrected by management (another crime), customer service can not give the refund but refers me back to accounting services or asks me to start a new claim for a refund (which is not permitted at this time due to the delay).

## **Appendix B. USPS Office of Inspector General (USPSOIG) Interactions**

On several occasions I have contacted USPS OIG via the web site: <https://www.uspsoig.gov/hotline> which states "the USPS OIG Hotline CANNOT assist you with daily mail delivery and tracking problems" but also "the USPS OIG Hotline CAN assist you with ... Employee Misconduct".

I made several submissions to the Hotline which includes Submission 167800 on May 18, 2021, Submission 170675 on May 27, 2021, Submission 184761 on July 19, 2021, and Submission 209111 on October 22, 2021. However, even though I cited specific crimes of falsifying government records and defrauding postal customers and that USPS management had been uniformly unable to make any corrections, in all cases the complaint was simply referred back to USPS local management (who I had contacted first) and the response was uniformly no correction or action taken (but the complaint was closed as successfully resolved even though no corrections or actions were taken).

On August 1, 2021 I wrote directly to the USPS Inspector General inquiring as to the origin of the policy preventing any USPS OIG investigation of the crimes of falsifying government records, e.g. 'Stop the Clock' scans of packages as delivered prior to actual delivery and, amongst other things, defrauding postal customers.

This letter seems to have been referred back to the USPSOIG Hotline where they suggested that I would need file a Freedom of Information Act request to get the information I required. I submitted the request and on October 19, 2021 I received a statement from Tanya Hefley stating "However, we were advised, during processing, the OIG Hotline determines the best routing (OIG, Inspection Service, Postal Service, other agency, etc.) for an allegation on a case-by-case basis."

However, the reality is that 'Stop the Clock' scans are federal crimes and are not ever referred to the Attorney General as required by statute.