

ROBERT P. CASEY, JR.
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United States Senate

WASHINGTON, DC 20510

October 18, 2023

The Honorable Louis DeJoy
Postmaster General
United States Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

Dear Postmaster General DeJoy:

I write today to express my concerns with the disruption in payroll at the United States Postal Service that occurred at the end of August that resulted in over 50,000 rural mail carriers either missing or partially receiving their paychecks. Following the incident, postal carriers in Pennsylvania reached out to my office with concerns about the disruption and how it was impacting their lives. While I understand that the Postal Service allowed carriers to receive salary advances via money order worth 65% of their gross pay for the pay period, I have heard that some postal carriers still experienced payroll problems and received incomplete paychecks for the second pay period in a row in mid-September. It is critical that this issue is remedied and prevented from occurring in the future.

Pennsylvania is home to over 13,600 Postal Service mail carriers who provide a critical service to our communities, particularly for rural areas of the Commonwealth that are not guaranteed reliable service by private shipping companies and depend on the Postal Service's accessibility and affordability. Through the COVID-19 pandemic, letter carriers continued to deliver critical medications, allowed voters to safely cast their ballots, and helped us stay connected during a time of isolation. During that period of immense stress and uncertainty, the Nation was able to rely on rural letter carriers. They, in turn, should be able to rely on the Postal Service to provide fair and timely compensation for their work.


My office has been in touch with the Postal Service to learn more about its response to the payroll glitch. However, continued outreach from constituents expressing disappointment with the Postal Service's response following these inquiries has increased my concerns with how the Postal Service handled this incident and how it might handle future incidences. To get a better understanding of the situation, I request a response to the following questions:

- 1) Has every letter carrier impacted by the September 1 payroll disruption received full compensation for all missing and incomplete paychecks? If not, is there a plan to get letter carriers their full pay and a timeline for when this will be accomplished?

- 2) When was the issue identified and how much time passed between identification and communication to impacted employees? What did communication with impacted letter carriers look like from the Postal Service to mitigate confusion brought about by the payroll disruption?
- 3) Were there carriers who were unable to access the salary advances offered by the Postal Service?
- 4) Have payroll issues such as this happened before and, if so, were system level changes implemented to address any underlying issues?

I appreciate your attention to this issue and your responses to the above questions. If there is any way that our office can assist you in your efforts, please contact my office.

Sincerely,



Robert P. Casey, Jr.
United States Senator