

Please help!!! This has been a 7 year saga but here are the quick highlights:

- Package deliveries everywhere except the front door including bushes, trees, driveway, on top of mailbox, crammed into mailbox.
- Customer cussed out by carrier (Carrier name is Ang'el).
- Carrier falsifying delivery scans/status.
- Carrier scanning as delivery attempt made with no notice left.
- Carrier putting package on hold for customer pickup yet no such request made.
- Carrier taking package out of redelivery process preventing customer receipt.
- Carrier lying about multiple excuses to not deliver packages.

Read on to learn the details...

After moving into my house, I had issues with package deliveries. The carrier would never bring the package to the front door if it was too big for the mailbox. The carrier would cram it into the mailbox, leave it on top of the mailbox (in the rain sometimes), on the bushes, against the bushes, against a tree, in the dirt, in the middle of the driveway, just wherever. Many calls were made and emails sent to customer service at the Annex and online.

While working from home during Covid, on December 9, 2020, I noticed the carrier pull up and quickly walk back to her vehicle. There had not been enough time to reach the door which was evidenced by the package she left in the dirt against a tree in the driveway circle center. I walked out of my house and said "Ma'am" 3 times with increasing volume to get her attention as she seemed to be ignoring me. I asked why she could not deliver packages to my front door to which she replied that she could not reach my front door. I explained that UPS, FedEx, Amazon, etc. could reach it just fine and asked why she left packages on the bushes, in the dirt, or against trees. She said that she always had problems with me which I refuted and explained this was the first time we had ever spoken. She continued back to her vehicle and exclaimed "Fu*k you" 3 times to which I replied "nice language". She then drove off. I have video of this interaction that starts at the 3rd "Ma'am".

After this interaction the carrier would either not attempt to deliver any package too big for the mailbox, she would throw it in the driveway behind a vehicle, or she would put it at the garage. Pictures are in Appendix 1 along with snapshots of videos I have of her in action.

I have opened many Service Requests which some of the reference numbers can be found in Appendix 4. I have contacted the Office of Inspector General who indicated this was not an issue for them to address. I have talked with the multiple postmasters that have been in place along with workers at the Annex, district managers, the regional office in Atlanta, etc. Since issues are still occurring as recently as this month, I would say I have seen no improvement with the situation.

Currently any packages that are too big for the mailbox are scanned at ~6am-10am with a "Delivery Attempt" and a note that "No secure location available", "Customer request package held for pickup", or some other issue. The interesting part is that her normal mail delivery timeframe is between 11:30am to 12:30pm and no physical attempt was ever actually made. I request a redelivery but that never happens because somehow the package is taken out of the normal process at the Annex. I am either forced to make special arrangements to leave work and get to the Annex before they close at 4pm or occasionally I get in touch with the regional office which causes the Annex to send the package out by a clerk or other Annex worker. Not a carrier. If I did not watch Informed Delivery like a hawk, I would never get packages that did not fit in the mailbox.

The carrier has voiced several lies as concerns to defend her unwillingness to properly deliver my packages:

- Threatened: I never threatened her. I only asked why packages were not left at the front door.
- Cussed: I never cussed at her although she told me Fu@k you 3 times in our only conversation. You can faintly hear it in the video as she was far from the camera but I responded with "love the language"
- Racial attacks: I have only addressed her as "Ma'am" and the conversation is on video as proof.
- Scared of my dog: I have a Miniature Schnauzer that weighs 18lbs and is never in the front yard so not a real issue. She has never remotely been in contact with or near my dog.
- Can't get to my door: UPS, FedEx, Amazon and other USPS carriers(on the weekend) get to the door just fine.
- Cars in the way and can't turn around: Video of her pulling in, throwing a package on the ground, and turning around and leaving is available. UPS, FedEx, and Amazon trucks turn around in my driveway.

I learned in a conversation that an Annex worker named Demetria told the carrier that she does not have to deliver to me at all. Demetria indicated that carriers cannot backup and thus cannot come down my driveway if it requires her to backup. She indicated I would have to pick up my packages. Had the carrier done her job and delivered the packages appropriately in the first place and not sent me on a package hunt every day, I would have never had any encounter with her at all. I have no desire to interact with her if she could simply deliver packages appropriately.

The carrier failed to deliver packages to any reasonable standard. I am being punished for her unwillingness to do her job. This isn't right. Especially when the neighborhood has issues with her as a whole. Everyone I've talked to has had issues with this carrier. I am not an isolated incident.

The videos referenced here and copies of the pictures can be found at:

<https://nikkrogers.com/usps.html>

United States Postal Service, Office of the Consumer Advocate, 475 L'Enfant Plaza SW, Washington, DC 20260-2200

Appendix 1

Pictures and Video Snapshots

7-16-2018



9-7-2018



9-28-2018



9-21-2019



10-10-2019



3-28-2020



9-20-2020



12-9-2020



12-9-2020 Snapshot from video of conversation asking carrier why she cannot bring packages to my front door where she ended the conversation with "F*ck you" 3 times



7-24-2021



9-7-2021 Snapshot from video of carrier throwing package down at garage instead of front door. Also carrier turns vehicle around despite claims it isn't possible.



9-30-2021



9-30-2021



7-21-2022



7-21-2022



8-18-2022



10-29-2022



11-16-2022



11-16-2022

Snapshot from the video of the carrier throwing the package into the driveway. Previous picture shows package in driveway.



12-7-2022



12-14-2023



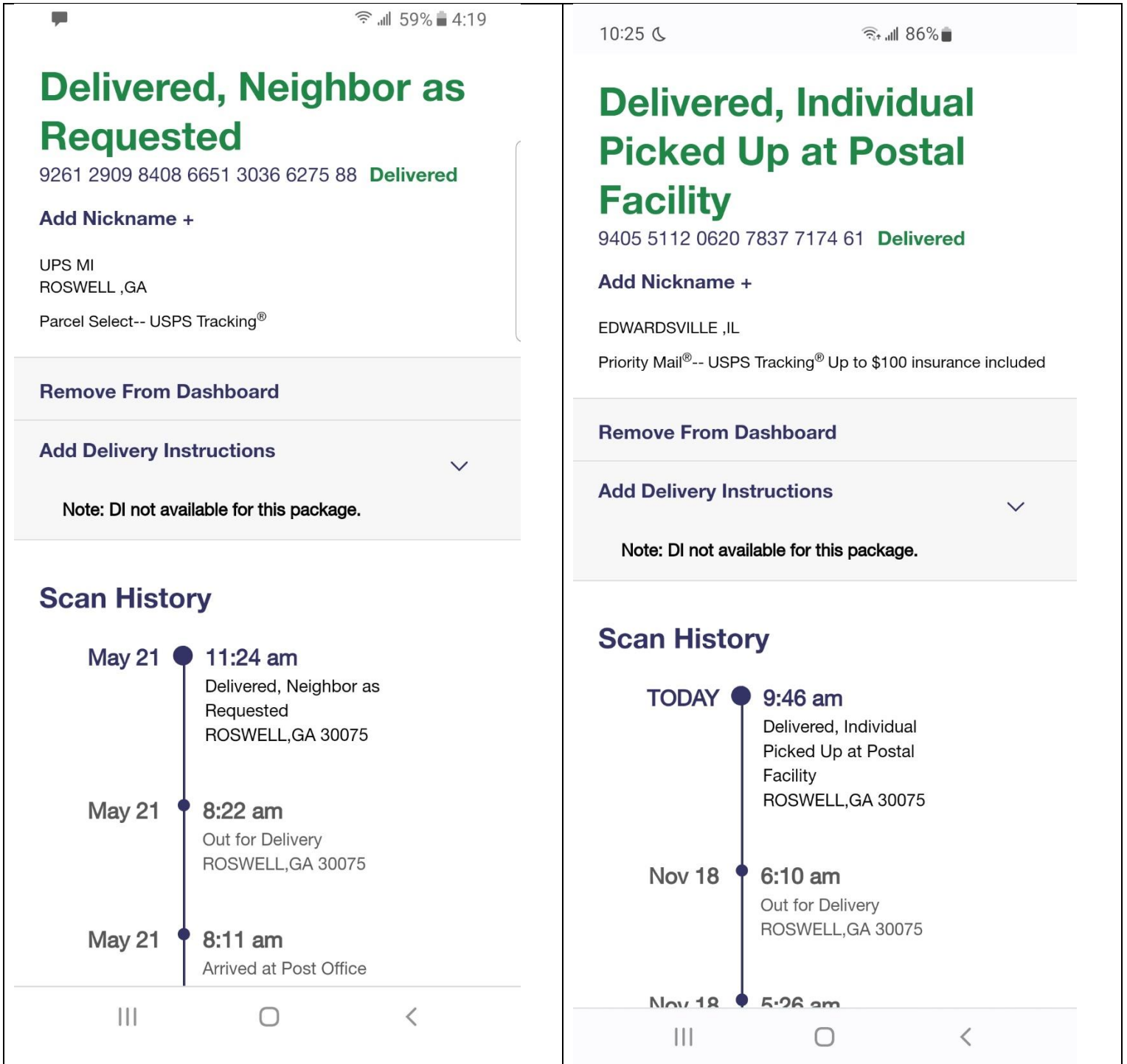
Appendix 2

Emails sent

- 7-20-2018 – ECCADUSER@usps.gov Emailed about 3rd box in a week crammed into mailbox
- 10-11-2019 – James.B.Higgins@usps.gov (Postmaster) Pictures sent of package delivery issues.
- 3-28-2020 – James.B.Higgins@usps.gov Pictures sent of package delivery issues.
- 3-30-2020 – julee.arnett@usps.gov (Annex CS) Replied to email where Julee indicated the carrier was new and still training. I informed her this issue was not new.
- 9-12-2020 – julee.arnett@usps.gov Package left on top of mailbox.
- 9-20-2020 – julee.arnett@usps.gov Package left by a tree.
- 12-10-2020 – johnnie.c.gilbert@usps.gov (Postmaster) Emailed picture of package left by a tree along with video of carrier cussing me after leaving package on tree. Also forwarded previous emails about issues.
- 12-17-2020 – Johnnie.C.Gilbert@usps.gov; catherine.c.franklin@usps.gov; emailed about rude worker at annex and non-delivery. Status changed to pickup with not request of such from me.
- 12-17-2020 – James.B.Higgins@usps.gov (ex-Postmaster) Reached out for help as no one at the Annex would help and packages were not getting delivered at all.
- 10-15-2021 – Contacted OIG Hotline, directed me to USPS Consumer and Industry Contact Office in Atlanta.
- 10-28-2021 – NAPSHQ@napshq.org Reaching out to get help with supervisors that were not doing anything to help.
- 11-16-2022 – uspscustomersupport@usps.gov (Annex CS Tenisha Hambrick) Emailed about package thrown in driveway
- 11-17-2022 – Julee.arnett@usps.gov Package with hard drive thrown down on driveway with videos.
- 11-18-2022 – Julee.arnett@usps.gov Emailed about delivery scan that customer picked up package at post office yet I had done no such thing.
- 11-22-2022 – Julee.Arnett@usps.gov; Johnnie.C.Gilbert@usps.gov; Larry.B.Williams@usps.gov; Eddie.R.Davis@usps.gov Sent pictures/videos of thrown package, random placement, damage from being crammed in mailbox, carrier cussing me, false status/delivery scans, etc.
- 12-1-2022 – Julee.Arnett@usps.gov; Johnnie.C.Gilbert@usps.gov; Larry.B.Williams@usps.gov; Eddie.R.Davis@usps.gov Emailed about falsified delivery/status scan indicating I requested package held for pickup
- 12-1-2022 – uspscustomersupport@usps.gov Email about falsified delivery/status scan
- 12-3-2022 – Julee.Arnett@usps.gov; Johnnie.C.Gilbert@usps.gov; Larry.B.Williams@usps.gov; Eddie.R.Davis@usps.gov Emailed about another falsified delivery/status scan indicating I requested package held for pickup
- 12-7-2022 – Julee.Arnett@usps.gov; Johnnie.C.Gilbert@usps.gov; Larry.B.Williams@usps.gov; Eddie.R.Davis@usps.gov Emailed about package left on top of mailbox in rain.
- 12-22-2023 – Julee.Arnett@usps.gov; christopher.dambrosia@usps.gov; Larry.B.Williams@usps.gov; Eddie.R.Davis@usps.gov (Chris is new Postmaster) Package scan says delivery attempt at 7:51am. No secure location. No notice left. Normal delivery around noon.
- 12-27-2023 – joseph.c.fields@usps.gov (USPS Consumer & Industry Contact Office in Atlanta) Emailed after talking on the phone for some time about delivery issues, non-delivery and falsified delivery/status scan issues, carrier behavior. Forwarded emails to previous Postmasters/CS.
- 3-18-2024 – Julee.Arnett@usps.gov; joseph.c.fields@usps.gov; dionne.f.ellis@usps.gov Emailed about non-delivery and falsified delivery/status scan
- 4-13-2024 – joseph.c.fields@usps.gov Emailed about another non-delivery and falsified delivery/status scan

Appendix 3

Delivery Scan/Status



1:14



Out for Delivery, Expected Delivery Between 11:15am and 2:15pm

9361 2897 2271 6195 8939 70 **Out for Delivery**

Add Nickname +

AMAZON SC / MGEZ
ROSWELL ,GA

Parcel Select-- USPS Tracking®

Remove From Dashboard

Add Delivery Instructions



Note: DI not available for this package.

Scan History



3:10



armedelivery.usps.com



Out for Delivery, Expected Delivery by 9:00pm

9361 2897 2271 6195 8939 70 **Out for Delivery**

Add Nickname +

AMAZON SC / MGEZ
ROSWELL ,GA

Parcel Select-- USPS Tracking®

Remove From Dashboard

Add Delivery Instructions



Note: DI not available for this package.

Scan History



In Transit to Next Facility

9434 6036 9930 0004 7014 20 **Delivery Attempt:
Action Needed**

Add Nickname +

USPS WEB TOOLS - SHIPPING CENTER
MARION ,NC

USPS Ground Advantage™-- USPS Tracking® Up to \$100
insurance included

Schedule Redelivery

Remove From Dashboard

Add Delivery Instructions

Thanks Nikk,
As outlined in the [Terms & Conditions](#), the postal carrier has the
final discretion to leave your package at the address.

Front Door

**Note: You can only set the delivery instructions one time per
package.**

Scan History

Mar 18 10:35 am
Notice Left (No Secure
Location Available)
ROSWELL,GA 30075

Scan History

Mar 18 10:35 am
Notice Left (No Secure
Location Available)
ROSWELL,GA 30075

Mar 18 6:10 am
Out for Delivery
ROSWELL,GA 30075

Mar 18 4:01 am
Arrived at Post Office
ROSWELL,GA 30075

Mar 17 In Transit to Next
Facility

Mar 13 9:54 am
Arrived at USPS
Facility
FAIRBURN,GA 30213

Mar 13 4:00 am
Departed USPS
Regional Facility
CHARLOTTE NC
DISTRIBUTION
CENTER

Mar 12 11:50 pm

1:46

67%

may receive multiple confirmation emails depending on the request.

Confirmation email(s) sent to: NIKK1000@AOL.COM

Email: NIKK1000@AOL.COM

Phone: 770-580-4390

You can modify your Redelivery request by going to [Modify Redelivery Request](#).

Confirmation Number: WER262817841

1 Package

9434603699300004701420

Redelivery Type: USPS® Carrier Redelivery

Redelivery Date: 03/19/2024

Name and Primary Address:

NIKK ROGERS

1005 COLD HARBOR DR

ROSWELL, GA 30075-6327

Phone:

770-580-4390

Email:

NIKK1000@AOL.COM

Please print this page for your records or write down your confirmation number.

Print

1:47

61%



formedelivery.usps.com



5



Out for Delivery

Out for Delivery,
Expected Delivery
Between 12:15pm and
2:15pm
Mar 19, 2024 at 6:58 am



**Expected Delivery between
12:15pm and 2:15pm**

STAMPS.COM

9434 6118 9956 4842 5413 31



Processing at Destination

In Transit to Next Facility
Mar 18, 2024 at



Delivery Date Unknown

USPS WEB TOOLS - SHIPPING
CENTER

9434 6036 9930 0004 7014 20



Pre-Shipment



Get Online Assistance
Chat Now!



Tracking Number:

9434603699300004701420

 Copy  Add to Informed Delivery

Latest Update

Your item was picked up at a postal facility at 1:51 pm on March 19, 2024 in ROSWELL, GA 30075.

Get More Out of USPS Tracking:

 USPS Tracking Plus®

- Delivered**
Delivered, Individual Picked Up at Postal Facility
ROSWELL, GA 30075
March 19, 2024, 1:51 pm
- Redelivery Scheduled**
ROSWELL, GA 30075
March 18, 2024
- Notice Left (No Secure Location Available)**
ROSWELL, GA 30075
March 18, 2024, 10:35 am
- Out for Delivery**
ROSWELL, GA 30075
March 18, 2024, 6:10 am
- Arrived at Post Office**
ROSWELL, GA 30075
March 18, 2024, 4:01 am
- In Transit to Next Facility**
March 17, 2024
- Arrived at USPS Facility**
FAIRBURN, GA 30213
March 13, 2024, 9:54 am
- Departed USPS Regional Facility**
CHARLOTTE NC DISTRIBUTION CENTER
March 13, 2024, 4:00 am
- Arrived at USPS Regional Origin Facility**
CHARLOTTE NC DISTRIBUTION CENTER
March 12, 2024, 11:50 pm
- Departed Post Office**



In Transit to Next Facility

9434 6036 9930 0004 7014 20 **Processing at Destination**

Add Nickname +

USPS WEB TOOLS - SHIPPING CENTER
MARION ,NC

USPS Ground Advantage™ -- USPS Tracking® Up to \$100
insurance included

Remove From Dashboard

Add Delivery Instructions



Thanks Nikk,

As outlined in the [Terms & Conditions](#), the postal carrier has the final discretion to leave your package at the address.

Front Door

Note: You can only set the delivery instructions one time per package.

Scan History

Mar 18 Redelivery Scheduled
ROSWELL,GA 30075

Mar 18 10:35 am
Notice Left (No Secure
Location Available)



Scan History

Mar 18 Redelivery Scheduled
ROSWELL,GA 30075

Mar 18 10:35 am
Notice Left (No Secure
Location Available)
ROSWELL,GA 30075

Mar 18 6:10 am
Out for Delivery
ROSWELL,GA 30075

Mar 18 4:01 am
Arrived at Post Office
ROSWELL,GA 30075

Mar 17 In Transit to Next
Facility

Mar 13 9:54 am
Arrived at USPS
Facility
FAIRBURN,GA 30213

Mar 13 4:00 am
Departed USPS
Regional Facility
CHARLOTTE NC
DISTRIBUTION



1:56

89%

Redelivery Scheduled

9361 2896 7502 9355 5166 44 **Processing at Destination**

Add Nickname +

AMAZON SC / ATL6
ROSWELL ,GA

Parcel Select-- USPS Tracking®

Remove From Dashboard

Add Delivery Instructions

Note: DI not available for this package.

Scan History

Apr 12 ● Redelivery Scheduled
ROSWELL,GA 30075

Apr 12 ● **10:20 am**
Notice Left (No Secure
Location Available)
ROSWELL,GA 30075

Apr 12 ● **6:10 am**
Out for Delivery
ROSWELL,GA 30075

Apr 12 ● **3:40 am**

2:38

56%



formedelivery.usps.com



TH, NIKK.

Arriving soon at

1005 COLD HARBOR DR ROSWELL, GA 30075-6327

21 Mailpieces

9 Packages

**Add USPS Tracking® Number or
Traceable Indicia ID +**



Processing at Destination

Redelivery Scheduled
Apr 12, 2024 at

Delivery Date Unknown

AMAZON SC / ATL6

9361 2896 7502 9355 5166 44



Delivered

Delivered, In/At Mailbox
Apr 12, 2024 at 12:10 pm



**Get Online Assistance
Chat Now!**

Tracking Number:
9361289675029355516644

 Copy  Add to Informed Delivery

Latest Update

Your item was picked up at a postal facility at 3:33 pm on April 17, 2024 in ROSWELL, GA 30075.

Get More Out of USPS Tracking:

 USPS Tracking Plus®

Delivered

Delivered, Individual Picked Up at Postal Facility

ROSWELL, GA 30075
April 17, 2024, 3:33 pm

Redelivery Scheduled

ROSWELL, GA 30075
April 12, 2024

Notice Left (No Secure Location Available)

ROSWELL, GA 30075
April 12, 2024, 10:20 am

Out for Delivery

ROSWELL, GA 30075
April 12, 2024, 6:10 am

Arrived at Post Office

ROSWELL, GA 30075
April 12, 2024, 3:40 am

Accepted at USPS Destination Facility

ROSWELL, GA 30075
April 12, 2024, 2:25 am

Departed Shipping Partner Facility, USPS Awaiting Item

ATLANTA, GA 30349
April 11, 2024, 10:14 pm
Shipping Partner: AMAZON

Departed Shipping Partner Facility, USPS Awaiting Item

BESSEMER, AL 35022
April 11, 2024, 11:14 am
Shipping Partner: AMAZON

Picked Up By Shipping Partner, USPS Awaiting Item

BESSEMER, AL 35022
April 10, 2024, 10:54 am

Held at Post Office, At Customer Request

9361 2896 7502 9725 9305 75 **Delivery Attempt**

Add Nickname +

AMAZON SC / ATL6
ROSWELL ,GA

Parcel Select-- USPS Tracking®

Remove From Dashboard

Add Delivery Instructions



Note: DI not available for this package.

Scan History

- Apr 22

● 12:16 pm

Held at Post Office, At Customer Request
ROSWELL,GA 30075
- Apr 20

●

Redelivery Scheduled
ROSWELL,GA 30075
- Apr 20

● 1:05 pm

Available for Pickup
ROSWELL,GA 30075
- Apr 20

● 1:05 pm

Out for Delivery
ROSWELL,GA 30075
- Apr 20

● 12:25 am

Departed Shipping Partner Facility, USPS Awaiting Item
ATLANTA,GA 30349
- Apr 19

● 12:22 am

Departed Shipping Partner Facility, USPS Awaiting Item
JEFFERSONVILLE,IN 47130
- Apr 18

● 8:43 pm

Picked Up By Shipping Partner, USPS Awaiting Item
JEFFERSONVILLE,IN 47130

Note 2 scans at 1:05 PM on April 20, 2024.

Tracking Number:
9361289675029725930575

 Copy  Add to Informed Delivery

Latest Update

Your item was picked up at a postal facility at 2:02 pm on April 23, 2024 in ROSWELL, GA 30075.

Get More Out of USPS Tracking:
 USPS Tracking Plus®

- Delivered**
Delivered, Individual Picked Up at Postal Facility
ROSWELL, GA 30075
April 23, 2024, 2:02 pm
- Held at Post Office, At Customer Request**
ROSWELL, GA 30075
April 22, 2024, 12:16 pm
- Redelivery Scheduled**
ROSWELL, GA 30075
April 20, 2024
- Available for Pickup**
CROSTOWN CARRIER ANNEX
225 E CROSSVILLE RD
ROSWELL GA 30075-9998
M-F 1000-1600; SAT 1000-1400
April 20, 2024, 1:05 pm
- Out for Delivery**
ROSWELL, GA 30075
April 20, 2024, 1:05 pm
- Departed Shipping Partner Facility, USPS Awaiting Item**
ATLANTA, GA 30349
April 20, 2024, 12:25 am
Shipping Partner: AMAZON
- Departed Shipping Partner Facility, USPS Awaiting Item**
JEFFERSONVILLE, IN 47130
April 19, 2024, 12:22 am
Shipping Partner: AMAZON
- Picked Up By Shipping Partner, USPS Awaiting Item**
JEFFERSONVILLE, IN 47130
April 18, 2024, 8:43 pm
Shipping Partner: AMAZON

Appendix 4

Service Request Numbers

01902396

02375207

03208958

18835323

27280372

28190980

28917178

28978513

28978610

30957800

21027606

31445246

31445500

31485435

31541095

31661894

31662162

31662377

32191194

44613471

45118058

45225275

61188118

63160280

63198846