



September 18, 2026

Christie Knutson
201 NW Douglas Blvd
Winston, Oregon 97496-8551

Dear Christie Knutson,

This is in response to your inquiry (Service Request 91305833) and escalation to the Executive Leadership Team.

After investigation and consultation with local management, your inquiry has been addressed and closed.

Thank you for contacting the Post Office regarding your package delivery concern. We take delivery accuracy seriously.

The Manager of Post Office Operations has addressed this matter with our delivery team by conducting a stand-up talk with all carriers, reinforcing the importance of verifying the correct delivery point for every package.

In addition, we reviewed available delivery-route stop data along the carrier's line of travel and did not identify any patterns or irregularities that would indicate an ongoing delivery issue requiring further investigation at this time.

We will continue to reinforce proper scanning/delivery practices and monitor available data for any emerging trends.

Thank you for allowing us the opportunity to respond.

A handwritten signature in black ink, appearing to read "John Sandness", with a large, stylized loop at the end.

John Sandness
Manager of Customer Relations ID-MT-OR