

Forum:[Hack Forums](#)

Thread: [How to Handle USPS Employees?](#)

Fugg - April 18, 2020, 11:13 am

Having some issues with a package coming through USPS. My house is serviced by the ghetto post office in town, and the employees are absolutely garbage shit.

A package departed the facility (let's call it... KINGSON) over a week ago. I have lived in this same city for over 10 years... I know without a fact that if a package departs kingston the night before, then it will be delivered the next day (kingson is only ~30 minute drive from my location).

I went to the post office inquiring about the package yesterday, and they were completely reluctant to help me.

They asked me how could they deliver my package if the tracking says it only left kingson.

To that I asked if "she thought the transport truck had a wreck and my package was lying on the side of the road? Or possibly it was hijacked by the mafia? Or maybe, it showed up here and it was sorted wrong? Regardless, I want to file a missing package report"

I was basically told they don't have enough time to file a missing package report because they close soon (it was 30 minutes until closed). To which I responded "Oh, I'm so sorry, if you aren't getting paid then I don't mean to intrude".

I will be going back monday, but am unsure how to handle them or what to threaten. There has to be some sort of complaint or something I can threaten.

SIM-3257834 - April 18, 2020, 2:27 pm

A very high chance it was stolen already. If its past 3 days with no updates, its safe to assume it was "lost".

Almonds - April 18, 2020, 3:38 pm

Yeah, I had bought some VHS from ebay late march, and tracking number said they'd be here by the 21st of April. Never ended up getting them, I PM'd the seller and he said USPS was delayed or something. Ended up giving me a full refund... package may or may not come in the mail.

Simplex - April 18, 2020, 3:40 pm

Okay, I'm a little scared now, have a 575 dollar phone coming in the mail. Really hoping it comes on time.

Mix - April 18, 2020, 3:53 pm

I have had issues with packages forever most of the time it turns to an employee stealing the goods. It's sad but true and most of the time they get away with it. Just get refunded and try again. Its all you can do sadly.

Scooby - April 18, 2020, 5:37 pm

I tell people on my route the same thing. By the time it gets to me, it's gone through plane, train, and automobile. And I'm only able to deliver what they give me in the morning. Honestly, I don't know why people trust us with things like checks. I delivered 1200+ pieces of machine sorted mail today. Some of it was on my route but slightly out of order. Some of it was not on my route at all. And one piece was addressed to a house in fucking England. Make no mistake; I work for but do not defend the Post Office. I have no idea how things work before I get to the office in the morning. Good luck

OP. I wish I had advice for you.

Exposed74 - April 18, 2020, 5:48 pm

(Apr 18, 2020 05:37 PM)Scooby Wrote: [\[CITE\]](#) I tell people on my route the same thing. By the time it gets to me, it's gone through plane, train, and automobile. And I'm only able to deliver what they give me in the morning. Honestly, I don't know why people trust us with things like checks. I delivered 1200+ pieces of machine sorted mail today. Some of it was on my route but slightly out of order. Some of it was not on my route at all. And one piece was addressed to a house in fugging England. Make no mistake; I work for but do not defend the Post Office. I have no idea how things work before I get to the office in the morning. Good luck OP. I wish I had advice for you.

I worked for a package delivery company, most of my customers were companies, and most of the package were supposed to be delivered before 8/9 or 10AM. I was starting at 5. But even if you were only driving to the locations, you could not be on time. So when you add the time needed to deliver and sign the paper/search and find the next location, i was way behind schedule. People were complaining to me, at first I tried to justify me, but after some times, I just got fed up with them complaining and was just replying "I have hundreds of packages a day, to sort and to deliver and I don't take any break from the time I receive the packages to the time I deliver them, so if you want your package in time, either you pay me an extra 500€ to change my delivery route but others might bid on that, or you change the whole fucking chain : here is the phone of my boss". And I never heard them complaining about it ever lmao

CyberStrike - April 19, 2020, 12:49 am

holy snot, that sounds like a mess. Employees don't care probably because they are not being paid or else they just don't care if paid or not... I would really say your package is probably gone, sounds like they don't know or care enough to find out. Would there be another office who is more receptive? Maybe get yourself a PO box but who knows with the current service they might just screw that up. Is there a complaints or questions department? I'd document all this sometimes government workers can be shamed into doing the right thing.

nowunlocking - April 19, 2020, 9:11 am

pre pandemic, all usps packages were delivered as normal; however, in todays times there are delays of 2-4 days. lots of local offices are closed, no staff. just have to wait

Vibe - April 19, 2020, 9:53 am

Karen you're an asshole lmao.

It likely wasn't dropped off at the local post office in time to go out that day or even at all. All my normally Usps routes have been changing slightly. Next time pay for overnight guarantee delivery or don't bitch.

Make sure to go back on Monday and apologize when your packages arrives at local post office and out for delivery!

?ystem - April 19, 2020, 10:17 am

You see, THIS, this is why I religiously and vehemently refuse to buy anything online if it can be avoided. I've been in this very similar situation so many times that I've honestly lost count and have wasted untold amounts of money with lost merchandise due to the apathetic behavior of the US Postal Service. Just recently I bought a bottle of 10mg melatonin online with standard shipping and after waiting over three weeks for it they simply couldn't explain where the package was anymore, it never arrived. I assure you, I wasn't nice on the phone.

OP, if you have waited long past the standard arrival date and the USPS workers are still rude, apathetic and unwilling to help, I would ask for a supervisor or even above them to express your frustration with their services.

Scooby - April 19, 2020, 12:24 pm

(Apr 19, 2020 12:49 AM)CyberStrike Wrote: [\[CITE\]](#) holy snot, that sounds like a mess. Employees don't care probably because they are not being paid or else they just don't care if paid or not... I would really say your package is probably gone, sounds like they don't know or care enough to find out. Would there be another office who is more receptive? Maybe get yourself a PO box but who knows with the current service they might just screw that up. Is there a complaints or questions department? I'd document all this sometimes government workers can be shamed into doing the right thing.

I will say that I've heard of fewer issues being had with a PO box. It makes sense that it would have fewer issues since it is one leg of the journey taken out of the equation. That mail doesn't come even reach the letter carriers.

(Apr 19, 2020 10:17 AM)?ystem Wrote: [\[CITE\]](#) OP, if you have waited long past the standard arrival date and the USPS workers are still rude, apathetic and unwilling to help, I would ask for a supervisor or even above them to express your frustration with their services.

If you're looking for the head honcho of the location, ask for the postmaster.

Rezy - April 19, 2020, 12:45 pm

Sounds like some proper Clay Davis if you ask me.

Fugg - April 19, 2020, 3:30 pm

(Apr 19, 2020 09:53 AM)Vibe Wrote: [\[CITE\]](#) Karen you're an asshole lmao.

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Doubtfully. The employee was the laziest asshole., Didn't greet me with a smile. Didn't smile the whole time in fact.

Secondly, the package departed from "X location" and is only a half day trip at tops to "Y location (my city)". Did the driver get delayed? Needed to take a roadside map? Or is the tracking information wrong? I've received hundreds of packages through USPS. When a package is delayed for 7 full days longer from being scanned, I have a right to inquiry about it. A customer service employee should NEVER disregard a customer's concern and not even attempt to help them. She asked for no tracking number, etc etc. I have had similar situations EXCEPT the employee was nice, friendly, and offered to take a look for me, and... amazingly... was able to give me good information that I otherwise didn't have. It wasn't the customer, it was the employee. Only difference is, I'm not going to let someone that (not to mention, that I pay with my tax dollars.) refuse to help me because they are too lazy to do their job. I was offered zero assistance. I attempted to play nice, but I don't have time for foolish ass lazy people.

I've worked in customer service my whole life. I know the proper way to treat customers, and I would never want this lady working at my restaurant, front desk, secretary, etc etc. and greeting my customers. If someone in a customer service position doesn't ENJOY helping people and being friendly, they are going to see the karen or whatever u wanna call it.

Don't be the pussy who lets employees walk all over your bitch ass because want to or don't feel like helping you. On the flip side, there is heavy racism in my city. If you don't believe in white racism, walk into any low paying establishment (fast food, etc etc) with 20 darker skin people as the only white guy to step in the door in the past month. My neighborhood is very black dominant. I get along with everyone, but some people definitely hold a grudge about something and like to make unnecessary scenes or be completely rude (when smiling at the previous customer etc etc). It's a

tough world bruh, people want to push other people down just because they hurt on the inside...

CyberStrike - April 19, 2020, 5:02 pm

(Apr 19, 2020 12:24 PM)Scooby Wrote: [\[CITE\]](#) I will say that I've heard of fewer issues being had with a PO box. It makes sense that it would have fewer issues since it is one leg of the journey taken out of the equation. That mail doesn't even reach the letter carriers.

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That might be the ticket then a PO box, from the way it sounds they have options for messing that up as well, don't underestimate or over estimate the number of ways that a goof up can happen in the postal service. Is it the same issues say with private companies such as UPS or FedEx? I figure gangs or the local mafia may still be in the equation for them as well but the same delivery issues and attitude?