



November 15, 2021

JOSEPH WOLSKI
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Audit Resolution – Embargoes and Redirections at the U.S. Postal Service Processing Facilities, Project Number 21-112-R21 (Recommendation #4)

Representatives of the Office of the Inspector General (OIG) and United States Postal Service management held an audit resolution meeting on November 9, 2021 to discuss management's disagreement with Recommendation #4 as stated in the July 29, 2021, management response in the subject audit report.

As a result of the meeting, an agreement was reached pertaining to Recommendation #4, which reads as follows from the August 13, 2021 final audit report:

Recommendation #4:

We recommend the **Vice President, Processing and Maintenance Operations**, develop a plan to verify that mail is processed in First-In-First-Out order during high volume periods to ensure that it will meet its service standards.

To close the recommendation, management agrees to take the following actions:

USPS has policies in place to ensure FIFO processing. The conditions that existed during the audit time frame were caused by COVID related employee shortages and unprecedented package volume increases. As described in the attached Fiscal Year 2022 Peak Preparedness presentation, we have taken steps to ensure adequate space to work the mail efficiently, right-sized our work force, and increased our capacity for processing package volume.

We request that this recommendation be closed based on the evidence provided.

Target Implementation Date: N/A

Responsible Official:



Mike L. Barber