



March 28, 2022

SALLY K. HARING
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution – *Delayed Mail at the Santa Ana, CA, Processing and Distribution Center* (Report Number 21-119 – R21) Recommendations 1, 2, and 3

We agree with the actions the U.S. Postal Service will take to address recommendations 1, 2 and 3 in the subject report, along with the target implementation dates, as described in related March 22, 2022 memorandums from the Senior Director, Division Processing Operations (Southern California). We agree to change recommendations 1, 2, and 3 from “Disagree” to “Agree” in our Audit Projects Module.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or comments please contact Victoria Smith, Manager, Quality, Systems & Accountability, at 703-526-5903.

A handwritten signature in blue ink that reads "John E. Cihota".

John E. Cihota
Director, Audit Services