



March 22, 2022

JOHN CIHOTA
DIRECTOR, AUDIT OPERATIONS

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

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on August 7, 2021, to discuss management's disagreement with recommendation numbers 1, 2 and 3 as stated in the May 17, 2021 management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendations 1, 2 and 3 which reads as follows from the May 24, 2021 audit report:

Recommendation #1:

We recommend the Southern California Division Director, Processing Operations, require plant management to follow designed mail flows and use appropriate sort plans to ensure accurate reporting of delayed mail.

The recommendation status will be changed to "Agreed" in both the OIG's and management's tracking systems.

In order to close the recommendation #1 management has agreed to take the following actions:

The Santa Ana Plant does not flow mail from 894 to the delivery units as suggested. However, Santa Ana will analyze the CSV file to maximize the volume that makes it to DPS. The measurement indicator is the facilities DPS percentage,

Target Implementation Date: 3/31/2022

Responsible Official: Senior Director, Division Processing Operations (Southern California)

Recommendation #2:

We recommend the Southern California Division Director, Processing Operations, develop a plan to assist plant management with evaluating expected processing operation scans to determine if mail is not processed timely and causing the Mail Condition Visualization application to report the mail as delayed inventory.

The recommendation status will be changed to "Agreed" in both the OIG's and management's tracking systems.

In order to close the recommendation #2 management has agreed to take the following actions:

- Complete reviews of MCV for operations 894 and 484
- Complete reviews for 1st Pass and 2nd Pass delays
- Submit tickets for identified MCV issues

Target Implementation Date: 3/31/2022

Responsible Official: Senior Director, Division Processing Operations (Southern California)

Recommendation #3:

We recommend the Southern California Division Director, Processing Operations, develop a plan to assist plant management with understanding how delayed inventory is calculated and how to analyze the Mail Condition Visualization data to identify causes for delayed inventory.

The recommendation status will be changed to "Agreed" in both the OIG's and management's tracking systems.

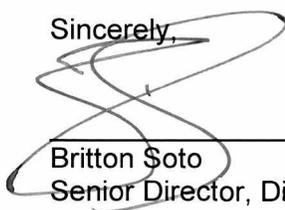
In order to close the recommendation #3 management has agreed to take the following actions:

- Complete reviews of MCV for operations 894 and 484
- Complete reviews for 1st Pass and 2nd Pass delays
- Submit tickets for identified MCV issues

Target Implementation Date: 3/31/2022

Responsible Official: Senior Director, Division Processing Operations (Southern California)

Sincerely,



Britton Soto

Senior Director, Division Processing Operations (Southern California)