



July 2, 2025

VICTORIA SMITH
ACTING DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Postal Vehicle Service Operations (Audit Number 24-093-R25)
Recommendations 3 and 5

Representatives of the Office of the Inspector General (OIG) and USPS management met again on May 29, 2025, to discuss management's disagreement with recommendations 3 and 5 as stated in the March 14, 2025, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendations 3 and 5 which read as follows from the March 27, 2025, final audit report:

Recommendation #3

We recommend the **Vice President, Logistics**, develop a process to monitor and evaluate the operational efficiencies received from insourcing highway contract route contracts to determine if the expected benefits are being realized.

Recommendation #5

We recommend the **Vice President, Logistics**, develop and share documentation to communicate lessons learned from the challenges faced during the Postal Vehicle Operator Pilot Program to site management at future pilot sites.

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

To close these recommendations management agrees to take the following actions:


Rec 3: Management provided documentation to the OIG in February detailing the established process to monitor and evaluate operational efficiency which the OIG confirmed is sufficient to close this recommendation with issuance of their audit resolution agreement letter.

Rec 5: Management provided postmortems for Little Rock in February and Oklahoma City in June which the OIG found sufficient to close recommendation 5 as both communicate lessons learned/best practices. Management requests closure of this recommendation with issuance of the OIG's audit resolution agreement letter.

Target Implementation Date: 7/31/2025

Responsible Official: Vice President, Logistics

Sincerely,

 E-SIGNED by ROBERT CINTRON
on 2025-07-02 16:00:22 EDT

Robert Cintron
Vice President, Logistics

cc: Corporate Audit & Response Management