



March 28, 2022

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Shipping Services Contract Compliance, Audit Number 20-315-R22 (Recommendation # 2)

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on February 7, 2022 to discuss management's disagreement with Recommendation # 2 as stated in the September 13, 2021 management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendation #2, which reads as follows from the October 19, 2021 final audit report:

Recommendation 2:

We recommend the **Vice President, Business Development**, direct the Director, Enterprise Accounts, to monitor customers' packaging of mail to ensure required mailing standards are followed.

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

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

The Director, Enterprise and Key Accounts will monitor the new Retail and Delivery Applications & Reports (RADAR) system for reports of mailing standard inconsistencies and will ensure that the appropriate Strategic Account Manager conducts the appropriate follow up with the customer.

Target Implementation Date: 9/30/2022

Responsible Official: Director, Enterprise Accounts

Sincerely,

A handwritten signature in cursive script that reads "Jay L. Smith". The signature is written in black ink and is positioned above a horizontal line.

Jay Smith
Director, Enterprise Accounts

cc: CARMManager@usps.gov