



March 7, 2022

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Shipping Services Contract Compliance, Audit Number 20-315-R22 (Recommendation # 3)

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 # 3 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 #3, which reads as follows from the October 19, 2021 final audit report:

Recommendation 3:

We recommend the **Vice President, Business Development**, direct the Director, Enterprise Accounts, to develop a mechanism for facilities personnel to report issues and concerns regarding mail packaging from the customer.

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 Accounts Team has worked with the Chief Retail and Delivery Office (CRDO) on the resolution to this recommendation. The CRDO will be launching a new system for field personnel to report issues and concerns regarding mail packaging irregularities. The system, Retail and Delivery Applications & Reports (RADAR), is a mechanism for USPS personnel to report issues, including late drops, safety issues, leaking packages, etc., at the DDU. RADAR platform reports are customer specific. This Customer will be on the platform. The Enterprise & Key Account Team members will have access daily to monitor the customer's packaging / issues. RADAR projected implementation date is 9/30/22.

Target Implementation Date: 9/30/2022

Responsible Official: Director, Enterprise Accounts

Sincerely,

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

Jay Smith
Director, Enterprise Accounts

cc: CARManager@usps.gov



March 7, 2022

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Shipping Services Contract Compliance, Audit Number 20-315-R22 (Recommendation # 6)

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 # 6 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 #6, which reads as follows from the October 19, 2021 final audit report:

Recommendation 6:

We recommend the **Vice President, Business Development**, direct the Director, Enterprise Accounts, to consider evaluating the volume quarterly and modifying the pricing structure; and including terms and conditions to ensure the customer achieves yearly volume commitments in future contracts.

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:

Management will provide the OIG a copy of the amended contract with an explanation of contract term changes.

Target Implementation Date: 04/30/2022

Responsible Official: Director, Enterprise Accounts

Sincerely,

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

Jay Smith
Director, Enterprise Accounts

cc: CARMManager@usps.gov