



October 6, 2020

LAZERICK POLAND
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Audit Resolution – Arrow Key Management Controls
(Report 19-033-R20), Recommendation Number 2

Representatives of the Office of the Inspector General (OIG) and Postal management held an audit resolution meeting on September 28, 2020, to discuss management's disagreement with Recommendation number 2 as stated in the August 11, 2020, Management Response in the subject audit report.

As a result of the meeting, an agreement was reached pertaining to Recommendation number 2, which reads as follows from the August 31, 2020, audit report:

Recommendation number 2: We recommend the Vice President, Delivery and Retail Operations, develop and issue guidance regarding a maximum key quantity for ordering replacement keys and the number of unassigned keys a site should maintain in inventory.

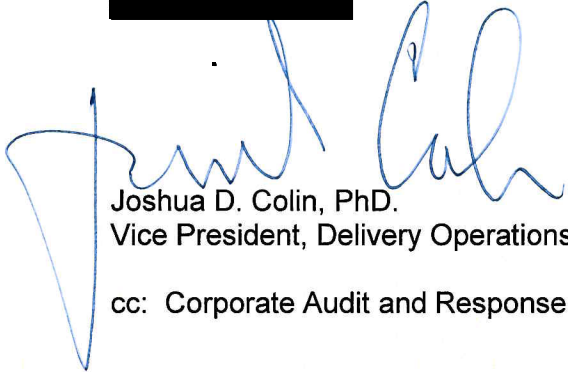
In order to close this recommendation, management agrees to take the following actions: Postal management agrees to revise its current procedures and establish additional processes to ensure the proper allocation and maintenance of an Arrow Lock Key inventory consistent with the operational needs of a unit. Management will continue to use the eBuy process that requires an escalating level of visible/trackable authorizations for all Arrow Lock Keys requests. A justification would be necessary should an office exceed the threshold. Postal management likewise agrees to modify its current semi-annual Arrow Lock Key audit process to include the requirement of additional justification anytime an Arrow Lock Key inventory exceeds the threshold established for a particular location.

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

Target Implementation Date:
February 2021

Responsible Official:

[REDACTED]



Joshua D. Colin, PhD.
Vice President, Delivery Operations

cc: Corporate Audit and Response Management