



November 15, 2021

JOSEPH WOLSKI
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Audit Resolution – Misrouted Mail Within the U.S. Postal Service Network, Project Number 20-252-R21 (Recommendation #5)

In their February 10, 2021 response to the draft report, management disagreed with recommendation #5. Representatives of the Office of the Inspector General (OIG) and USPS management discussed management's disagreement with recommendation #5 at their quarterly meeting on September 9, 2021.

As a result of the meeting, an agreement was reached pertaining to Recommendation #5, which reads as follows from the February 23, 2021 final audit report:

Recommendation #5:

We recommend the **Vice President, Processing and Maintenance Operations**, review the feasibility of updating the Mail History Tracking System (MHTS) and the Service Field Operations Performance Management (SFOPM) system or develop alternatives to ensure that MHTS and SFOPM can accurately reflect the correct facility processing and misrouting mail.

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

To close the recommendation, management took the following actions and provided supporting documentation to the OIG:

Management added processing capacity and thus reduced the amount of mail offloaded to other facilities. Specifically, the average number of offloads has decreased 73 percent which confirms the intended facilities are processing the mail. Data provided to the OIG has been validated and found to be sufficient to close this recommendation.

Target Implementation Date: 11/30/2021

Responsible Official: Vice President, Processing & Maintenance Operations



Mike L. Barber

cc: Corporate Audit and Response Management