



May 25, 2021

SALLY K. HARING
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution – *Excessive Wait Times to Accept Commercial Mail Shipments at the Cleveland Processing & Distribution Center* (Report Number 21-071-R21) Recommendation 2

We agree with the actions the Postal Service will take to address recommendation 2 in the subject report, along with the target implementation date, as described in a related May 17, 2021, memorandum from the, Vice President, Regional Processing Operations (Eastern). We agree to change the recommendation from “Disagree” to “Agree” in our Audit Projects Module.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or comments please contact Victoria Smith, Manager, Quality, Systems & Accountability, at 703-526-5903.

A handwritten signature in black ink that reads "Joseph E. Wolski". The signature is written in a cursive style with a large, looping initial "J".

Joseph E. Wolski
Director, Audit Operations