

Dane Coleman
Vice President, Regional Processing Operations (Eastern)



5/17/2021

JOSEPH WOLSKI
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Audit Resolution – Management Alert – Excessive Wait Times to Accept
Commercial Mail Shipments at the Cleveland P&DC (Report 21-071-R21),
Recommendation #2

Representatives of the Office of the Inspector General (OIG) and management held an audit resolution meeting on May 12, 2021, to discuss management's disagreement with Recommendation #2 as stated in the March 3, 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 March 10, 2021, audit report:

Recommendation #2

We recommend the **Vice President, Regional Processing Operations Eastern**, in conjunction with the **Director, Lakeshore Division Processing Operations**, implement internal control checks ensuring employees accurately report effective start and end dates of mitigation techniques in the Facility Access and Shipment Tracking system and reinforce compliance through written communication.

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

In order to close the recommendation management has agreed to take the following actions:

As mentioned during our discussion, the FAST application is not maintained by Processing and Distribution and we are unable to mandate changes as an owner. From research, the delay in adding a change in FAST only when it will exceed five days is based on the current number of days it takes for a redirection to be properly identified, entered in the system and then verified prior to publication. Headquarters Operations is looking to streamline the process to reduce the delay in being able to add a redirection more timely in FAST.

From a Processing and Distribution perspective, we will continue to work with our partners to provide information in FAST as soon as possible based on the current limitations and potential improvements of the system.

Please see the attached email explaining the process used to make changes to FAST including why the current practice is to only enter a redirection if it will last more than one week.

Target Implementation Date: 5/17/2021

Responsible Official: Vice President, Regional Processing Operations (Eastern)

Sincerely,

Dane Coleman
Vice President, Regional Processing Operations (Eastern)