



November 23, 2021

SALLY K. HARING
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution – *Manual Mail Processing Efficiency* (Report Number 21-131 – R21) Recommendations 3 and 4

We agree with the actions the Postal Service will take to address recommendation 4 in the subject report, along with the target implementation date, as described in a related November 15, 2021 memorandum from the Vice President, Maintenance and Processing Operations. Regarding recommendation 3, we agree with the target implementation date; however, the actions planned do not fully address our recommendation to update manual letter and flat volume estimates yearly to ensure accurate volumes are being recorded. We agree to change recommendations 3 and 4 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