



September 28, 2022

JOHN CIHOTA  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Efficiency of Surface Transfer Centers in the Southern Region,  
STC Peak Meeting Audit Number 21-212-R22 (Recommendation 5)

Representatives of the Office of the Inspector General (OIG) and USPS management met on September 22, 2022, to discuss management's disagreement with Recommendation #5 as stated in the March 7, 2022, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendation #5, which reads as follows from the March 16, 2022, final audit report:

**Recommendation 5:**

We recommend the **Vice President, Logistics**, reiterate through formal communication to Surface Transfer Center personnel the requirement for accurately recording driver information in Surface Visibility and using the irregularity reporting process to notify Administrative Officials when Highway Contract Route drivers do not have Postal Service-issued identification or badges.

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

To close the recommendation management agrees to take the following actions:

Management will reiterate HCR driver badge requirements to appropriate internal stakeholders, HCR personnel and suppliers, including the requirement to complete a 5500 for driver's arriving to the facility without a badge. Additionally, management will communicate to supplier leadership to input the correct name of drivers in SV.

**Target Implementation Date:** 11/30/2022

**Responsible Official:** Director, Surface Transportation Center Operations

Sincerely,

**Robert  
Cintron**

Digitally signed by  
Robert Cintron  
Date: 2022.09.28  
09:48:15 -04'00'

Robert Cintron  
Vice President, Logistics

cc: [REDACTED]