



May 12, 2022

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Management Alert - Issues Identified with Internet Change of Address, Project Number 22-058-R22 (Recommendations # 1, 2)

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on April 27, 2022, to discuss management's disagreement with Recommendations # 1 and 2 as stated in the April 5, 2022, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendations #1 and 2, which reads as follows from the April 12, 2022, final audit report:

Recommendation 1:

We recommend the **Vice President, Enterprise Analytics**, develop controls to verify online change of address requests are authorized by the resident of the address.

Recommendation 2

We recommend the **Vice President, Enterprise Analytics**, and the **Vice President, Innovative Business Technology**, ensure controls are in place to verify the customer's identity when they [REDACTED] for [REDACTED] through the Moversguide application.

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


To close both recommendations, management agrees to take the following actions: Management will evaluate specific additional identity controls and provide documentation to OIG supporting a decision to exclude or include in the iCOA controls.

While the process allows for a reconciled agreement on the recommendation, this agreement represents work already in progress and initial results that were previously provided to the OIG. Management maintains a disagreement with the findings and the decision to issue this management alert. The findings are misrepresentative of the risks and benefits that must be considered, and this management alert did not alert management to any new information. The iCOA controls will necessarily be considered against the current, effective, and reasonable controls. Management continues to monitor the fraudulent activity, balancing effective prevention, detection, and response controls. While there is no perfect solution, management alerts publishing the known imperfections of effective controls are wasteful, misleading, and distract limited resources from more important work. MoversguideOnline with Internet Change of Address with the existing controls is the most reliable and effective method to file a Change of Address with the United States Postal Service.


Target Implementation Date: 11/30/2022

Responsible Official: Vice President, Enterprise Analytics

Sincerely,

 E-SIGNED by Jeffrey.C Johnson
on 2022-05-12 19:29:48 CDT

Jeffrey C. Johnson
Vice President, Enterprise Analytics

 E-SIGNED by Gary.C Reblin
on 2022-05-13 06:43:59 CDT

Gary C. Reblin
Vice President, Innovative Business Technology

Cc:

