



August 24, 2022

JOHN CIHOTA  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Free Matter for the Blind, Audit Number 22-068-R22  
(Recommendation 2)

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on August 18, 2022, to discuss management's disagreement with Recommendation #2 as stated in the July 18, 2022, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendation #2 from the July 22, 2022, final audit report, which reads as follows:

**Recommendation 2:**

We recommend the **Vice President, Retail and Post Office Operations** and the **Vice President, Processing and Maintenance Operations** incorporate information on the proper handling of Free Matter into new employee training curriculum.

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:

Retail and processing have taken action to remind employees how to treat mail identified as Free Matter for the Blind. A retail stand-up talk and a retail digest article was issued in March 2022 and a retail stand-up talk was again issued in June 2022 through MyPO and sent to all retail zip codes and retail-related positions. In May 2022, processing and maintenance operations distributed a stand-up talk to management in all processing facilities. Communications included links to Publication 347 *Mailing Free Matter for Persons Who are Blind or Visually Impaired*.

Management of processing and maintenance operations will reissue the same, or similar stand-up talks to reiterate proper handling of mail received as Free Matter for the Blind.

**Target Implementation Date:** 09/30/2022

**Responsible Official:** Vice President, Retail & Post Office Operations and Vice President, Processing & Maintenance Operations

E-SIGNED by Anthony.A Impronto  
on 2022-08-24 12:32:14 CDT

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for Elvin Mercado

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