



October 26, 2021

JOSEPH WOLSKI
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Audit Resolution – Mail Processing Overtime (Project Number NOAR19005
(Recommendation #3)

The Office of the Inspector General (OIG) advised in an email communication on October 21, 2021, that they reviewed management's new National Performance Assessment (NPA) indicator—Overtime % to Plan and found it sufficient to satisfy Recommendation #3; as stated in the June 5, 2019 management response in the subject audit report.

On this advisement, an agreement was reached pertaining to Recommendation #3, which reads as follows from the June 13, 2019 final audit report:

Recommendation #3:

The **Vice President, Network Operations**, establish appropriate performance incentives for managers to effectively manage overtime.

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

As stated above, in order to close the recommendation, management has taken the following actions:

Management established a new NPA indicator in FY 2021—Overtime % to Plan—to measure Year to Date (YTD) total of all overtime as a percentage to plan.

Management requests recommendation #3 be closed with approval of this audit resolution letter.

Target Implementation Date: 10/31/2021

Responsible Official: Vice President, Processing & Maintenance Operations

Sincerely,

A handwritten signature in blue ink, appearing to read "Mike L. Barber", written over a horizontal line.

Mike L. Barber