



May 12, 2023

JOHN CIHOTA  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution - Delivery Operations - Undelivered and Partially Delivered Routes, Audit Number 21-262-R23 (Recommendation# 2)

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on March 7, 2023, to discuss management's disagreement with Recommendation# 2 as stated in the December 13, 2022, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendation # 2, which reads as follows from the December 16, 2022, final audit report:

**Recommendation 2:**

We recommend the Vice President, Delivery Operations, enhance processes and tools to notify customers of delayed mail and undelivered and partially delivered routes.

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:

In connection with the broader and ongoing efforts of the Retail and Delivery Organization to formalize a system for resolving any sustained or systemic delivery problems resulting from availability issues, weather events, unsafe conditions, or other unforeseen problems, the Postal Service will explore appropriate customer service channels or processes that can be utilized to provide general notice to alert local communities when local delivery units are experiencing such issues that will impact them on a persistent basis.

**Target Implementation Date:** 05/15/2025

**Responsible Officials:** Vice President, Delivery Operations; Vice President, Customer Experience

Sincerely,

E-SIGNED by ANGELA.H.CURTIS  
on 2023-05-21 09:50:59 CDT

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Angela H. Curtis  
Vice President, Delivery Operations

E-SIGNED by Marc.D.McCrery  
on 2023-05-21 11:16:19 CDT

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Marc D. McCrery  
Vice President, Customer Experience

cc: Corporate Audit & Response