



October 5, 2023

JOHN CIHOTA  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Kansas City Delayed Mail, Audit Number 23-085-R23 (Recommendations 1 & 6)

Representatives of the Office of the Inspector General (OIG) and USPS management met on October 2, 2023, to discuss the OIG's evaluation of management's comments for recommendation numbers 1 and 6 as stated in the August 31, 2023, final audit report.

As a result of the meeting an agreement was reached pertaining to recommendation numbers 1 and 6, which reads as follows from the final audit report:

**Recommendation #1**

We recommend the District Manager of Delivery, Kansas-Missouri District, re-evaluate staffing levels and implement a plan to timely hire and retain employees.

**Recommendation #6**

We recommend the District Manager of Delivery, Kansas-Missouri District, develop and implement a plan to verify arrow keys are available and secured in accordance with policy.

The status of both recommendations will be changed to "Agreed" in the OIG's tracking system. No update to the status is required in management's system as they agreed with recommendations 1 and 6 as stated in their August 23, 2023, management response.

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

Recommendation #1: Management uses the workforce planning dashboard to evaluate staffing levels in real-time. Management will continue recruitment efforts to hire to earned staffing levels.

Recommendation #6: Key lock boxes will be ordered for all offices without a secure location for arrow keys. Management will conduct weekly reviews to ensure compliance with accountability logs.

**Target Implementation Date:** 1/31/2024

**Responsible Official:** Manager, Kansas City-Missouri District

Sincerely,

Eddie L. Banner  
Manager, Kansas City-Missouri District

cc: Corporate Audit & Response Management