



November 6, 2023

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – *U.S. Postal Service Response to Mail Theft*, Audit Number 22-178-R23 (Recommendations 5, 6, 7)

Representatives of the Office of the Inspector General (OIG) and United States Postal Inspection Service (USPIS) management met on October 27, 2023, to discuss management's disagreement with recommendations 5, 6, and 7 as stated in the September 22, 2023, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendations, 5, 6, and 7, which reads as follows from the September 28, 2023, final audit report:

Recommendation #5

We recommend the Chief Postal Inspector assess staffing resources available nationwide to support the Mail Theft Program and align resources with their Mail Theft Strategy.

Recommendation #6

We recommend the Inspector-in-Charge, Criminal Investigations, require postal inspectors to complete the In-Service Basic Mail Theft training within one year of being assigned to a mail theft team.

Recommendation #7

We recommend the Inspector-in-Charge, Criminal Investigations, work with the contracting officer to modify the existing contract and 1) define the Mail Theft Analytics Program purpose to improve complaint data quality and usefulness for division personnel, 2) develop internal controls such as guidance and an oversight mechanism, and 3) establish performance.

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

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

Recommendation 5:

Management will provide guidance to the Field Inspectors-in-Charge on the process of aligning their resources with the agency's annual national priorities to include data and metrics in aiding their respective assessments. The guidance will be documented via an annual letter from the Chief Postal Inspector.

Target Implementation Date: October 31, 2024

Responsible Official: Inspector in Charge, Communications, Governance, and Strategy

Recommendation 6:

The Inspector-in-Charge, Career Development Unit, will bolster its annual training needs assessment process to improve the alignment of training course offerings with the needs and priorities of the Postal Inspection Service, and to ensure that Postal Inspectors with the greatest need of in-service mail theft training are identified and receive this training. The process will be communicated to the Field Inspectors-in-Charge via a National Communication.

Target Implementation Date: October 31, 2024

Responsible Official: Inspector in Charge, Career Development Unit

Recommendation 7:

The Inspector-in-Charge, Criminal Investigations, will develop and implement a written Standard Operating Procedures document which will: 1) define the Mail Theft Analytics Program purpose to improve complaint data quality and usefulness for division personnel, 2) document internal controls such as guidance and an oversight mechanism, and 3) establish metrics to assess performance.

Target Implementation Date: May 31, 2024

Responsible Official: Inspector-in-Charge, Criminal Investigations Group

Sincerely,



Gary R. Barksdale
Chief Postal Inspector

cc: Corporate Audit & Response Management