



August 15, 2024

JOHN CIHOTA  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Sorting and Delivery Center Impacts in the Florida 1 District –  
Audit 23-171-R24, Recommendation 3

Representatives of the Office of the Inspector General (OIG) and USPS management met on August 1, 2024, to discuss management's disagreement with recommendation 3 as stated in the May 17, 2024, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation 3 which reads as follows from the May 28, 2024, final audit report:

**Recommendation #3**

We recommend the Vice President, Logistics, in coordination with the Vice President, Technology Applications, evaluate whether the Panama City Sorting and Delivery Center should be designated as a Surface Visibility scanning site to accurately track truck utilization and ensure that employees have the appropriate training and resources to conduct scanning to improve data collection and facilitate route optimization.

The status of the recommendation 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:

After consideration, management has determined that Surface Visibility (SV) is not necessary in the Panama City Sorting and Delivery Center (S&DC). Locations with SV use codes to gain visibility of packages moving across the country in the Postal Service network. This is not a requirement for S&DCs as they process packages for delivery either same day or next day with visibility provided from the sortation at the package level and delivery scans by carriers.

Load and Unload scans are used to track what containers/packages are moved within transportation/trailers. This is required along with assign and close scans for package visibility. Load and Unload scanning is available with the current MDDIO scanners used in F4 operations in S&DCs. For these reasons, we do not see a benefit of switching Panama City S&DC to an SV site.

Management requests closure of this recommendation with issuance of the OIG's audit resolution agreement letter.

Target Implementation Date: 10/01/2024

Responsible Official: Senior Director, Surface Logistics

Sincerely,

E-SIGNED by ROBERT CINTRON  
on 2024-08-15 15:38:03 EDT

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Robert Cintron  
Vice President, Logistics

cc: Corporate Audit & Response Management