



January 24, 2025

VICTORIA SMITH
ACTING DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – U.S. Postal Service's Emergency Preparedness: Hurricane Ian
(Audit Number 24-041-R24) Recommendation 3

Representatives of the Office of the Inspector General (OIG) and USPS management met on June 17, 2024, to discuss management's disagreement with recommendation 3 as stated in the May 15, 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 29, 2024, final audit report:

Recommendation #3

We recommend the Vice President, Retail and Delivery Operations, Southern Area, 1) develop and implement a communication process to verify the timely recovery of postal retail services after weather or other emergencies, and 2) adopt a contingency plan to resume retail operations manually when automated functions become unavailable.

The status of the recommendation 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:

Management distributed instructions to southern area district managers outlining the standard process for hurricane preparation and recovery. Management requests closure of this recommendation with issuance of the OIG's audit resolution response letter.

Target Implementation Date: 02/28/2025

Responsible Official: Area Vice President, Southern

E-SIGNED by Chenise.R Ledoux
on 2025-01-31 13:53:13 EST

Chenise R. LeDoux
Acting Vice President, Area Retail & Delivery (Southern)

cc: Corporate Audit & Response Management