

April 15, 2025

VICTORIA SMITH  
ACTING DIRECTOR, AUDIT SERVICES

**SUBJECT: Audit Resolution: Measuring Performance of Sorting and Delivery Centers  
(24-040-R24) Recommendations 2, 3, and 6**

Representatives of the Office of the Inspector General (OIG) and USPS management met on November 13, 2024, to discuss the OIG's disagreement with management's action plan for recommendations 2, 3, and 6 as stated in the September 12, 2024, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendations 2, 3, and 6, which reads as follows from the September 25, 2024, final audit report:

**Recommendation #2**

We recommend the Chief Retail & Delivery Officer & Executive Vice President, develop a training for all sorting and delivery center supervisors specific to the network changes/impacts, including techniques to properly supervise route performance, and require all sorting and delivery center supervisors to complete.

**Recommendation #3**

We recommend the Chief Retail & Delivery Officer & Executive Vice President, clearly define the parameters for appropriate staffing levels at sorting and delivery centers to meet the Small Delivery Unit Sorter operational throughput goal.

**Recommendation #6**

We recommend the Chief Retail & Delivery Officer & Executive Vice President, complete the ongoing review of sorting and delivery center routes and make necessary adjustments to reduce the number of overburdened rural routes.

The status of this recommendation will be changed to "Agreed" in both the OIG's and management's tracking systems upon receipt of the OIG's audit resolution response letter.

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

**Recommendation #2** – Management will provide refresher training to supervisors at the North Atlanta, Bryan, and Topeka S&DCs on techniques to properly supervise route performance.

**Target Implementation Date:** 10/31/2025

Responsible Official: Vice President, Delivery Operations

**Recommendation #3** – Management documented staffing parameters established for SDUS equipment which is currently outlined in the *Small Delivery Unit Sorter (SDUS) Process SWI* located on the Retail & Delivery Blue Page. Management requests closure of this recommendation with issuance of the OIG's audit resolution response letter.

Target Implementation Date: 5/31/2025

Responsible Official: Executive Director Insights & Operations Excellence

**Recommendation #6** – Management has completed their review of the one remaining S&DC – Stockton West Lane. Management requests closure of this recommendation with issuance of the OIG's audit resolution response letter.

Target Implementation Date: 5/31/2025

Responsible Official: Director, Rural Delivery Strategy and Operations

E-SIGNED by ELVIN MERCADO  
on 2025-04-15 15:41:54 EDT

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Elvin Mercado  
Chief Retail & Delivery Officer & Executive Vice President

cc: Corporate Audit & Response Management