

May 13, 2025

VICTORIA SMITH
ACTING DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution: Measuring Performance of Sorting and Delivery Centers
(24-040-R24) Recommendation 5

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 recommendation 5 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 recommendation 5 which reads as follows from the September 25, 2024 final audit report:

Recommendation #5

We recommend the Chief Retail & Delivery Officer & Executive Vice President, finalize an automated process within the Rural Route Evaluation Compensation System to 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 this recommendation, management agrees to take the following actions:

Until an automated process is possible, management will continue to adjust overburdened rural routes using the mutually agreed upon manual process.

Therefore, the OIG agrees to close this recommendation with issuance of their audit resolution response letter.

Target Implementation Date: 6/30/2025

Responsible Official: Chief Retail & Delivery Officer & Executive Vice President

E-SIGNED by ELVIN MERCADO
on 2025-05-13 13:35:39 EDT

Elvin Mercado
Chief Retail & Delivery Officer & Executive Vice President

cc: Corporate Audit & Response Management