

May 15, 2025

VICTORIA SMITH
DIRECTOR, AUDIT SERVICES (A)

SUBJECT: Step 2 Audit Resolution: Effectiveness of the New RPDC in Richmond, VA -
Recommendation 10 (Audit 23-161-R24)

Representatives of the Office of the Inspector General (OIG) and USPS management met on January 31, 2025, to discuss management's disagreement with recommendation 10 as stated in the March 22, 2024, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation 10 which reads as follows from the March 28, 2024, final audit report:

Recommendation 10: We recommend that the Vice President, Processing and Maintenance Operations, communicate any impacts to customers when permanently moving processing operations of a three-digit ZIP Code to another processing facility.

The status of recommendation 10 will be changed to "Agree" in both the OIG's and management's tracking systems upon receipt of the OIG's audit resolution response letter.

To close the recommendation management agrees to take the following action:

Management agrees to communicate future changes or results of changes to customers when implementing long-term moves of processing operations of a three-digit ZIP Code to a processing facility in a different service area. This does not include routine or temporary moves of processing operations. A cross-functional group is in place to address.

Target Implementation Date: August 31, 2025

Responsible Official: Sr. Director Processing Operations

E-SIGNED by ISAAC.S CRONKHITE
on 2025-05-26 21:28:06 EDT

Isaac Cronkhite
Chief Processing & Distribution Operations

cc: Corporate Audit & Response Management