

July 22, 2025

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution: Mail Theft Mitigation and Response - Houston, TX 25-023
(25-023-R25) - Recommendation 2

Representatives of the Office of the Inspector General (OIG) and USPS management met on May 22, 2025, to discuss the OIG's disagreement with management's action plan for recommendation 2 as stated in the March 14, 2025, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation 2, which reads as follows from the March 20, 2025, final audit report:

Recommendation #2

We recommend the Chief Retail and Delivery Officer and Executive Vice President, in coordination with Texas 2 District Manager, develop a standard operating procedure outlining steps for station management on how to generate maintenance requests for electronic arrow lock and high security collection box installations.

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:

Management Action - Recommendation #2 – To support management in the field, Retail and Delivery developed a Standard Work Instruction outlining steps for managing the installation of eLocks and HSCBs. These instructions are posted on a website accessible to the field, in addition to District Manager and Area level meetings leveraged to inform field leadership. Management, therefore, requests this recommendation be closed with the issuance of the OIG's Audit Resolution response letter.

Target Implementation Date: 8/31/2025

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

E-SIGNED by ELVIN MERCADO
on 2025-07-22 17:10:09 EDT

Elvin Mercado
Chief Retail and Delivery Officer and Executive Vice President

cc: Corporate Audit & Response Management