



GARY R. BARKSDALE

CHIEF POSTAL INSPECTOR

UNITED STATES POSTAL INSPECTION SERVICE

June 2, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES
OFFICE OF THE INSPECTOR GENERAL

SUBJECT: Audit Resolution – Follow Up to U.S. Postal Service’s and U.S. Postal Inspection Service’s Response to Mail Theft (25-137-R26), Recommendation 2

On May 19, 2026, OIG issued their final report titled *Follow Up to U.S. Postal Service’s Response to Mail Theft*. With respect to Recommendation 2, OIG advised they considered management’s comments responsive to the recommendation despite management disagreeing with Recommendation 2. After the issuance of the final report, representatives from the Office of Inspector General (OIG) and Inspection Service further discussed management’s disagreement with Recommendation 2. As a result of those conversations, this letter serves to establish a target implementation date for Recommendation 2, which reads as follows from the final audit report.

Recommendation 2:

We recommend the **Inspector in Charge, Criminal Investigations**, update the Case Management Reporting Guidelines to include procedures for how to input and verify reported lost, missing, and stolen arrow keys in the Case Management System.

The status for Recommendation 2 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 Recommendation 2, management agrees to take the following actions:

Management Response:

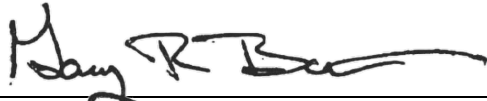
The Inspection Service has an established written procedure, located in the Case Management Reporting Guidelines (CMRG). Reminders and references to the CMRG and proper reporting qualifications are disseminated appropriately to all field personnel on a consistent annual basis. The CMRG will continue to be reviewed and updated as appropriate. The Criminal Investigations Group is willing to disseminate additional management communication to field personnel, reminding them of the CMRG requirements.

Target Implementation Date: July 31, 2026

Responsible Official: Inspector in Charge, Criminal Investigations Group

On May 27, 2026, the Criminal Investigations Group disseminated a National Communication to all Inspection Service personnel to remind them of the mandatory reporting requirements for lost/missing/stolen postal keys per the Case Management Reporting Guidelines (See, NATCOM Guidance on Entering Lost or Stolen Postal Keys into Case Management). Upon issuance of the audit resolution response letter, the Inspection Service is requesting closure of this recommendation.

Sincerely,

A handwritten signature in black ink, appearing to read "Gary R. Barksdale", written over a horizontal line.

Gary R. Barksdale
Chief Postal Inspector

Cc: Corporate Audit & Response Management