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Subject: Pre-Study Findings on Domestic Declaration Routing Inefficiencies
Issued by: Office of Internal Oversight – Routing Task Force

A targeted audit was conducted across 12 regional offices to evaluate routing procedures for domestic declarations. The study observed significant inconsistencies in escalation timing, routing path length, and record duplication across branch offices.

Key findings included:

- Average time-to-finalization varied by up to 45% between regions

- 18% of declarations were routed to the wrong validation unit on first submission

- Manual routing decisions were often influenced by local staff availability rather than process logic

The report proposed exploratory options such as centralized declaration handling, standardized digital routing forms, and shared audit checkpoints.

While insightful, these proposals were not implemented at the time due to lack of technical infrastructure readiness.

— Prepared by:
C. Maurer, Lead Auditor
Routing Efficiency Program