



October 8, 2024

JEANNETTE GRANT
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Closure of Recommendation: Closed - "Not Implemented"

Management provided data showing no significant increase in usage of the SPM Exclusions by the CRID dashboard that warrants investments to make the recommended changes. Therefore, we agree to close the following recommendation under the designation Closed – Not Implemented.

Report Number	Report Title	Report Date	Rec. Number
23-035-R23	<i>Progress Made to Reduce Mail Excluded from Service Measurement</i>	9/14/2023	3

We appreciate the cooperation and courtesies provided by your staff. If you have any questions, please contact Victoria Smith, Manager, Quality, Systems & Accountability, at 703-526-5903, or me at 636-345-9723.

A handwritten signature in cursive script, reading "John E. Cihota", is positioned above the typed name.

John E. Cihota
Director, Audit Services

cc: Mary Lloyd
Todd Watson