



October 21, 2024

JEANNETTE Y. GRANT
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution Letter – *Accuracy of Reported Service Performance*
(Report Number 23-168-R24) Recommendations 3, 5, 6, 7

We agree with the actions the U.S. Postal Service will take to address recommendations 3, 5, 6, and 7 in the subject report, as described in the related October 15, 2024, memorandum from the Vice President, Chief Data and Analytics Officer. We agree to change recommendations 5 and 6 from “Disagree” to “Agree” in our Audit Projects Module (APM) and close these recommendations with the issuance of this letter. We also agree to close recommendation 3 under the designation Closed - Not Implemented. Further, we agree to change recommendation 7 from disagree to agree in the APM, adding a Target Implementation Date of November 30, 2024.

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

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