



May 14, 2025

JEANNETTE Y. GRANT
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution – *Accuracy of Reported Service Performance* – (Report Number 23-168-R24), Recommendation 4

We agree with the actions outlined by the U.S. Postal Service to address recommendation 4 in the subject report, as detailed in the related May 13, 2025, memorandum from the Vice President, Chief Data & Analytics Officer.

We agree with the target implementation date of May 31, 2025, for recommendation 4. Accordingly, we will update our internal audit tracking system to reflect this change by modifying the status of this recommendation from to “disagree” to “agree.”

Additionally, we agree to close recommendation 4 in our internal audit tracking system upon issuance of this letter.

We appreciate the cooperation and courtesy provided by your staff. If you have any questions or comments, please contact Victoria Dixon, Acting Manager, Quality, Systems & Accountability, at 404-507-8322 or me at 703-526-5903.

Victoria Smith

Victoria Smith
Acting Director, Audit Services

cc: Mary Lloyd
Todd Watson