



July 10, 2025

VICTORIA SMITH
DIRECTOR, AUDIT SERVICES (A)

SUBJECT: Step 1 Audit Resolution Service Performance of Election and Political Mail during
the 2024 General Election 24-143-R25

Representatives of the Office of the Inspector General (OIG) and USPS management met on June 12, 2025, to discuss management's disagreement with recommendations 1 and 9 as stated in the April 10, 2025, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendations 1 and 9 from the April 21, 2025, final audit report.

Recommendation 1:

The recommendation read as follows: "We recommend the Chief Customer and Marketing Officer and Executive Vice President charge First-Class Mail rates for Ballot Mail because service is comparable to or exceeds First-Class Mail service."

The status of recommendation 1 will be changed to "Agree" in both the OIG's and management's tracking systems upon receipt of the OIG's audit resolution response letter.

To close the recommendation management agrees to take the following action:

Management agrees to explore opportunities to encourage the election community to use automation-compatible First-Class Mail for Ballot Mail. As part of this effort, management will conduct a cost benefit analysis and feasibility study to determine if further actions could be taken to encourage the use of automation-compatible First-Class Mail in future elections. Management and the OIG representatives agreed to this approach.

Target Implementation Date: December 31, 2025

Responsible Official: Chief Customer and Marketing Officer

Recommendation 9:

The recommendation read as follows: "We recommend the Executive Director, Product Solutions, set specific exclusion thresholds for Ballot Mail."

The status of recommendation 9 will be changed to "Agree" in both the OIG's and management's tracking systems upon receipt of the OIG's audit resolution response letter.

To close the recommendation management agrees to take the following action:

Management established a process for notifying mail service providers of mailer-generated issues involving mail design, preparation and entry. Following the 2024 general election,

management issued written notifications to mail service providers identifying specific deficiencies and requested their cooperation to resolve these prior to the next election. An example of one such written notification is being shared with the OIG under separate cover. Management plans to automate this notification process for future election cycles to provide greater visibility and coordination. Management and the OIG representatives agreed on this approach.

Target Implementation Date: July 31, 2025

Responsible Official: Executive Director, Product Solutions

E-SIGNED by Steven.W Monteith
on 2025-07-11 12:20:28 EDT

Steven W. Monteith
Chief Customer and Marketing Officer
and Executive Vice President

cc: Corporate Audit & Response Management