



August 15, 2025

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Delivering for America: First-Class Mail and Priority Mail Service Performance Update, Audit Number 25-028-R25 (Recommendation 6).

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on July 8, 2025, to discuss management's disagreement with Recommendation #6 as stated in the April 28, 2025, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendation #6, which reads as follows from the final audit report dated May 7, 2025:

**Recommendation 6:**

We Recommend the Vice President, Processing Operations, create an action plan to track, identify, and correct the main causes of mail not automated in Delivery Point Sequence (DPS) to improve the DPS rate for the bottom performing processing facilities, and share the results with other processing facilities.

The recommendation status will be changed to "Agreed" in both the OIG's and management's tracking systems.

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

Management provided examples of messaging to opportunity plants and responses related to remediating causes within control of Processing Operations.

**Target Implementation Date:** 11/30/25

**Responsible Official:** Vice President, Processing Operations

Sincerely,

E-SIGNED by DANE.A COLEMAN  
on 2025-08-18 11:42:22 EDT

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Dane A. Coleman

cc: Corporate Audit & Response Management