



September 18, 2025

JEANNETTE Y. GRANT
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution Letter – *Service Performance During the FY 2025 Peak Mailing Season* (Report Number 25-036-R25) Recommendation 2

We agree with the actions outlined by the U.S. Postal Service to address recommendation 2 in the subject report and the target implementation date of November 30, 2025, as described in the related September 16, 2025, memorandum from the Vice President, Processing Operations.

We will update our internal audit tracking system by modifying the status of recommendation 2 from “disagree” to “agree,” and will close the recommendation upon issuance of this audit resolution letter.

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

A handwritten signature in black ink, appearing to read "Laura Lozon", is positioned above the typed name.

Laura Lozon
Director, Audit Services

cc: Jan Hamm
John Littlejohn