UNITED STATES POSTAL SERVICE

September 26, 2025

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Service Performance During the FY 2025 Peak Mailing Season, Audit Number 25-036-R25 (Recommendation 1)

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on September 26, 2025, to discuss management's disagreement with Recommendation #1 as stated in the July 3, 2025, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendation #1, which reads as follows from the July 21, 2025, final audit report:

> **Recommendation 1**:
> We recommend the Executive Director, Logistics Modeling and Planning, establish internal controls to ensure the Service Standard Directory is updated timely when service changes in specific markets.

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 will continue its practice of providing quarterly updates to service standards based on established business rules. The most recent update occurred in July 2025, and the next is expected in October 2025. The OIG agrees with this approach thus management requests closure of recommendation 1 with issuance of the OIG's audit resolution agreement letter.

Target Implementation Date: 10/31/2025

Responsible Official: Exec. Dir. Logistics Modeling and Planning

Sincerely,

E-SIGNED by STEPHEN.B HAGENSTEIN
on 2025-09-26 17:34:02 EDT

Stephen Hagenstein
Exec. Dir. Logistics Modeling and Planning

cc: Corporate Audit & Response Management