

September 18, 2025

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Service Performance During the FY 2025 Peak Mailing Season, Audit Number 25-036-R25 (Recommendation 9)

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on August 22, 2025, to discuss management's disagreement with Recommendation #9 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 #9, which reads as follows from the final audit report dated July 21, 2025:

Recommendation 9:

We recommend the Vice President, Processing Operations and the Vice President, Logistics, adjust the timelines for peak initiatives to incorporate post-peak season package volume on operations.

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 action:

Management has incorporated post-peak mail volume into their year-round strategy. Processing Operations provided their hiring plan for 2026 which demonstrates the intent to increase pre-career hires leading into peak and retain them longer after peak, where needed and within the contractual caps. Logistics Operations will provide the OIG with a copy of their January 2026 volume forecast request when it is finalized.

The OIG reviewed documentation provided and described by management and found it to be sufficient to close recommendation 9 after the volume forecast is provided.

Target Implementation Date: 12/31/2025

Responsible Officials: Vice President, Processing Operations and Vice President, Logistics

E-SIGNED by DANE.A COLEMAN
on 2025-09-19 14:36:50 EDT

Dane A. Coleman
Vice President, Processing Operations

E-SIGNED by ROBERT CINTRON
on 2025-09-22 06:23:35 EDT

Robert Cintron
Vice President, Logistics

cc: Corporate Audit & Response