



September 15, 2025

LAURA LOZON
DIRECTOR, AUDIT SERVICES
OFFICE OF THE INSPECTOR GENERAL

SUBJECT: Step 1 Audit Resolution - Communication of Local Changes to Priority Mail Express Service, Recommendation 4 (25-056-R25)

Representatives of the Office of the Inspector General (OIG) and USPS management met on September 8, 2025, to discuss management's disagreement with recommendation 4 as stated in August 5, 2025, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation 4 which reads as follows from August 18, 2025, final audit report:

Recommendation 4: We recommend the Executive Director, Product Solutions, implement policy and procedures to post revisions to the Domestic Mail Manual on the Postal Explorer website in the next quarterly update after the change becomes effective.

The status of recommendation 4 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 has/will develop a policy to ensure the Standard Service Changes FAQ/Fact Sheet is updated and released on our website prior to or at the time the change becomes effective to include communication of PME service standard changes to customers.

Target Implementation Date: Requesting to close at issuance since supporting documentation was provided.

Responsible Official: Catherine Knox

E-SIGNED by margaret pepe
on 2025-09-18 16:23:12 EDT

Margaret M. Pepe
Executive Director, Product Solutions

cc: Corporate Audit & Response Management