



December 23, 2025

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Service Performance During the FY 2025 Peak Mailing Season, Audit Number 25-036-R25 (Recommendation 8)

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on October 3, 2025, to discuss management's disagreement with Recommendation #8 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 #8, which reads as follows from the July 21, 2025, final audit report:

Recommendation 8:

We recommend the Vice President, Retail and Post Office Operations, develop measures and targets to evaluate the customer experience during peak season.

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:

In addition to tracking measurements already established throughout the year, management continually evaluates opportunities to improve customer experience during and outside of peak season. Post season debriefs are conducted for learning and improvement and shared with applicable district leadership. Additionally, management holds weekly vital calls to discuss performance to ensure appropriate plans are in place to drive improvement.

The OIG reviewed documents to support these ongoing actions and found them sufficient to close recommendation 8 with issuance of the OIG's audit resolution agreement letter.

Target Implementation Date: 03/31/2026

Responsible Official: Vice President Retail and Post Office Operations

Sincerely,

E-SIGNED by Jennifer.T Vo
on 2025-12-23 14:39:40 EST

Jennifer Vo
Vice President Retail and Post Office Operations

cc: Corporate Audit & Response Management