

MARGARET M. PEPE  
EXECUTIVE DIRECTOR, PRODUCT SOLUTIONS



December 23, 2025

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution - Communication of Local Changes to Priority  
Mail Express Service (25-056-R25) - Recommendation 5

Representatives of the Office of the Inspector General (OIG) and USPS management met on September 12, 2025, to discuss management's disagreement with recommendation 5 as stated in the management response for the August 5, 2025, subject audit report.

As a result of the meeting, the following agreement was reached pertaining to recommendation 5.

**Recommendation 5**

We recommend Executive Director, Product Solutions in coordination with Vice President, Retail and Post Office Operations, develop policy and procedures to communicate mail product changes to retail personnel, ensuring they can accurately advise customers on those changes.

The status of recommendation 5 will be changed to "agreed" in both the OIG's and USPS management's tracking system.

To close the recommendation, Management agrees to provide the current process/policy for communicating information, a timeline for disseminating, and examples of prior communications sent to retail personnel.

Management requests closure of the recommendation with issuance of the OIG's audit resolution letter.

Target Implementation Date: January 30, 2026

Responsible Official: Executive Director, Product Solutions

E-SIGNED by MARGARET.M PEPE  
on 2025-12-24 08:56:05 EST

Margaret M. Pepe

cc: Corporate Audit & Response Management