



February 11, 2026

JEANNETTE Y. GRANT  
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution Letter – *Field Operations Service Review: Delivery Operations* (Report Number 25-066-R25) Recommendation 1

We agree with the actions outlined by the U.S. Postal Service to address recommendation 1 in the subject report, as described in the related February 6, 2026, memorandum from the Vice President, Delivery Operations, and the Vice President, Engineering Systems.

We will update our internal audit tracking system to reflect this resolution by modifying the status of recommendation 1 from “disagree” to “agree.”

We appreciate the cooperation and courtesy provided by your staff. If you have any questions, please contact Victoria Smith, Manager, Quality, Systems & Accountability, at 703-526-5903.

A handwritten signature in black ink, appearing to read "Laura Lozon", is positioned above the printed name.

Laura Lozon  
Director, Audit Services

cc: Jan Hamm  
Sean Balduff