



February 6, 2026

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

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

Representatives of the Office of the Inspector General (OIG) and USPS management met on November 17, 2025, to discuss management's disagreement with recommendation 1 as stated in the August 14, 2025, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation 1 which read as follows from the August 28, 2025, final audit report:

**Recommendation #1**

We recommend the **Vice President, Delivery Operations**, in coordination with the **Vice President, Engineering Systems**, automate Postal Service Form 1571, *Undelivered Mail Report*, for delayed mail reporting in the Delivery Condition Visualization system and require carriers to use the automated format at the end of the day to report undelivered mail.

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 will evaluate the feasibility and cost benefit of automating PS Form 1571 *Undelivered Mail Report*, without losing visibility of the mail condition. A progress update will be provided by June 2026.

Target Implementation Date: 11/30/2026


Responsible Official: Vice President, Delivery Operations and Vice President, Engineering Systems

Sincerely,

E-SIGNED by JOHN.S MORGAN  
on 2026-02-10 11:48:23 EST

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John Morgan  
VP Delivery Operations

E-SIGNED by AMIT CHOLKAR  
on 2026-02-11 11:04:25 EST

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Amit Cholkar  
VP, Engineering Systems

cc: Corporate Audit & Response Management