



February 10, 2026

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Field Operations Service Review – Delivery Operations (Audit Number 25-066-R25) Recommendation 2

Representatives of the Office of the Inspector General (OIG) and USPS management met on November 17, 2025, to discuss management's disagreement with recommendation 2 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 2 which read as follows from the August 28, 2025, final audit report:

**Recommendation #2**

We recommend the **Vice President, Delivery Operations**, develop a process to identify delivery units with a high risk of unreported or underreported delayed mail, and follow up with district management to enforce compliance.

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 has made enhancements to Delivery Condition Visualization (DCV) reporting to include additional options, in addition to recording collection mail.

Target Implementation Date: 03/31/2026

Responsible Official: Vice President, Delivery Operations

Sincerely,

E-SIGNED by JOHN.S MORGAN  
on 2026-02-10 11:45:42 EST

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John Morgan  
VP, Delivery Operations

cc: Corporate Audit & Response Management