

March 17, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution: Management of Commercial Mail Receiving Agencies (24-146-R25)
Recommendation 2

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on February 26, 2026, to discuss management's disagreement with recommendation 2 as stated in the June 10, 2025, management response in the subject audit report.

As a result of the meeting, an agreement was reached pertaining to recommendation 2 which reads as follows from the June 24, 2025 final audit report:

Recommendation 2 - We recommend that the Vice President, Retail and Post Office Operations, in coordination with the Vice President, Pricing and Costing and the Executive Director, Product Solutions, develop and implement an approach to generate revenue to offset all Commercial Mail Receiving Agency-related costs.

The status of this recommendation will be changed to "Agreed" in both the OIG's and management's tracking systems upon receipt of the OIG's audit resolution response letter.

To close this recommendation, management requests, and the OIG agrees, to close recommendation 2 under the status, "Not Implemented."

The cost of market research and preparing regulatory filings is not insignificant. With competing priorities for resources and funding, management considers it more beneficial to focus on initiatives that directly align with the PMG's strategic direction and on activities relative to POBs that would generate a much higher ROI.

Target Implementation Date: 04/30/2026

Responsible Official: Vice President, Retail and Post Office Operations; Vice President, Pricing and Costing; and Executive Director, Product Solutions

E-SIGNED by Jennifer T Vo
on 2026-03-17 12:32:47 EDT

Jennifer Vo
Vice President, Retail and Post Office Operations

E-SIGNED by SHARON.D OWENS
on 2026-03-17 13:29:45 EDT

Sharon Owens
Vice President, Pricing and Costing

E-SIGNED by MARGARET.M PEPE
on 2026-03-17 13:21:13 EDT

Magaret Pepe
Executive Director, Product Solutions

cc: Corporate Audit & Response Management