



May 1, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Network Changes: Implementation of New Priority Mail Express Service (Audit Number 25-056-R25) Recommendations 1 and 2

Representatives of the Office of the Inspector General (OIG) and USPS management met again on May 1, 2026, to discuss management's disagreement with recommendations 1 and 2 as stated in the August 8, 2025, management response in the subject audit report.

As a result of the meeting, an agreement was reached pertaining to recommendations 1 and 2 which read as follows from the August 18, 2025, final audit report:

Recommendation #1: We recommend Vice President, Marketing, implement policy and procedures that require coordination with all responsible parties to create and display notices in retail lobbies on any changes to service by the date the change becomes effective.

Recommendation #2: We recommend Vice President, Marketing, identify and implement the best method for updating retail signage that aligns with the Priority Mail Express service guarantee offered by individual post offices.

The status of these recommendations will be changed to "Agreed" in both the OIG's and management's tracking systems.

To close the recommendations management agrees to take the following action:

Rec #1: Management will update signage during planned updates, currently three times annually. Additionally, management will provide instructions for retail kits.

Rec #2: Management will continue to list the service standard delivery days for Priority Mail and Priority Mail Express in addition to updating signage during planned annual updates. Customers can also access the latest delivery timeframe by zip code on USPS.com, at self-service kiosks, and at the retail counter.

Management requests closure of both recommendations with issuance of the OIG audit resolution agreement letter based on agreed upon support that was provided.

Target Implementation Date: 06/30/2026

Responsible Official:
Vice President, Marketing

Sincerely,

E-SIGNED by SHEILA.B HOLMAN
on 2026-05-01 15:06:24 EDT

Sheila Holman
Vice President, Marketing

cc: Corporate Audit & Response Management