



May 26, 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 4

We agree with the actions outlined by the U.S. Postal Service to address recommendation 4 in the subject report, as described in the related May 13, 2026, memorandum from the Vice President, Delivery Operations.

We will update our internal audit tracking system by modifying the status of recommendation 4 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, or me at 571-274-4015.

A handwritten signature in cursive script, appearing to read "Laura Lozon", is positioned above the typed name.

Laura Lozon
Director, Audit Services

cc: Sean Balduff