



May 13, 2026

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

**SUBJECT: Audit Resolution – Field Operations Service Review – Delivery Operations (Audit Number 25-066-R25) Recommendation 4**

Representatives of the Office of the Inspector General (OIG) and USPS management met on November 17, 2025, and again April 6, 2026 to discuss management's disagreement with recommendation 4 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 4 which read as follows from the August 28, 2025, final audit report:

**Recommendation #4**

We recommend the Vice President, Delivery Operations, add instructions to the beginning of the certification screen in the Retail and Delivery Applications and Reports system notifying supervisors of the current procedures for conducting arrow key certifications and have the system automatically generate a report notifying the U.S. Postal Inspection Service of any missing keys.

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 updated instructions and language in RADAR to reinforce adherence to established policies and to strengthen process guardrails, ensuring consistent and compliant execution.

Request closure with issuance of the OIG's AR agreement letter.

Target Implementation Date: 06/30//2026

Responsible Official: Vice President, Delivery Operations

Sincerely,

E-SIGNED by JOHN.S MORGAN  
on 2026-05-18 07:26:11 EDT

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John S. Morgan  
VP, Delivery Operations

cc: Corporate Audit & Response Management