

May 28, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

**SUBJECT: Audit Resolution - Merchant Rate Card Management (Audit 25-003-R25)
Recommendation 5**

Representatives of the Office of the Inspector General (OIG) and USPS management met on February 4, 2026, to discuss management's disagreement with recommendation 5 as stated in management's response, issued June 25, 2025, in response to the subject audit report.

As a result of the meeting, an agreement was reached pertaining to recommendation 5, which reads as follows in the final audit report issued July 2, 2025:

Recommendation 5 - We recommend the Vice President, Sales Intelligence and Support, in coordination with the Vice President, Finance and Planning, require quarterly business reviews to include data analytics to validate the platforms charge accurate postage and fees and resolve platform issues.

The status of recommendation 5 will be changed to "Agreed" in both the OIG's and USPS management's tracking system.

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

Management will issue a notification to all Connect eCommerce (CEC) customers reiterating that they are required to fairly position Postal Service products on their Platform. The letter will also re-iterate requirements for accurate rate rounding.

Target Implementation Date: August 31, 2026

Responsible Official: Vice President, Sales Intelligence & Support

Sincerely,

E-SIGNED by SHIBANI S GAMBHIR
on 2026-05-29 16:13:03 EDT

Shibani Gambhir
Vice President, Sales Intelligence and Support

cc: Corporate Audit & Response Management