



June 8, 2026

JEANNETTE Y. GRANT  
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution Letter – *Serving America: Retail Unit Accessibility*  
(Report Number 25-030-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 27, 2026, memorandum from the Vice President, Retail & Post Office Operations and 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 black ink, appearing to read "Laura Lozon".

Laura Lozon  
Director, Audit Services

cc: Joshua Bartzan