



May 27, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Serving America: Retail Unit Accessibility (Audit Number 25-030-R25) Recommendations 1, 6

Representatives of the Office of the Inspector General (OIG) and USPS management met on April 23, 2026, to discuss management's disagreement with recommendation numbers 1 and 6 as stated in management's response, dated September 15, 2025, to the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation numbers 1 and 6 that read as follows in the final audit report, dated September 22, 2025:

Recommendation #1

We recommend the Vice President, Retail & Post Office Operations, and the Vice President, Delivery Operations, develop procedures to ensure survey responses are properly completed and reviewed in a timely manner and that managers are held accountable when units are closed without valid justification.

Recommendation #6

We recommend the Vice President, Retail & Post Office Operations, establish accountability mechanisms, such as timeliness targets, for resolving suspensions in a timely manner and for monitoring performance.

The status of the 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:

Regarding #1: While management at the headquarters level is not responsible holding managers accountable at the local level, they have implemented actions to address survey concerns.

Management has withdrawn the initial survey and modified, offering updated survey questions that require offices to specifically indicate whether it is open or closed.

- Survey issued to the field have been updated to remove ambiguity from questions and, where applicable, include a free form option.
- Finance numbers in FDB have been corrected
- Updates to dashboard in PowerBI

Documentation presented to support implementation has been approved by the audit team. Management requests close with issuance of the OIG's audit resolution response letter.

Target Implementation Date: 06/30/2026

Responsible Official: Vice President, Retail & Post Office Operations, and the Vice President, Delivery Operations

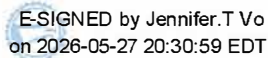
Regarding #6: Management will continue efforts to remediate backlog with the goal to resolve suspensions from 2017-2020 by end of FY 2026 and will maintain regular reporting to leadership; escalate facility/lease repairs to appropriate contracting teams.

Documentation presented to support implementation has been approved by the audit team. Management requests close with issuance of the OIG's audit resolution response letter.

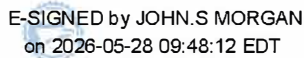
Target Implementation Date: 06/30/2026

Responsible Official: Vice President, Retail & Post Office Operations

Sincerely,

E-SIGNED by Jennifer.T Vo
on 2026-05-27 20:30:59 EDT

Jennifer Vo
Vice President, Retail & Post Office Operations

E-SIGNED by JOHN.S MORGAN
on 2026-05-28 09:48:12 EDT

John Morgan
Vice President, Delivery Operations

cc: Corporate Audit & Response Management