



May 28, 2026

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Serving America: Retail Unit Accessibility (Audit Number 25-030-R25) Recommendation 3

Representatives of the Office of the Inspector General (OIG) and USPS management met on April 23, 2026, to discuss management's disagreement with recommendation number 3 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 number 3 that read as follows in the final audit report, dated September 22, 2025:

**Recommendation #3**

We recommend the Vice President, Delivery Operations, develop system capabilities for recording, analyzing, reporting, and retaining data on units that open late or close early.

The status of the recommendation 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 modified the ROVHR Dashboard to increase ease of use and provide greater visibility of office activity.

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, Delivery Operations

Sincerely,

E-SIGNED by JOHN.S MORGAN  
on 2026-05-28 09:49:34 EDT

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John Morgan  
Vice President, Delivery Operations

cc: Corporate Audit & Response Management