



May 27, 2026

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Serving America: Retail Unit Accessibility (Audit Number 25-030-R25) Recommendation 4

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 4 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 4 that read as follows in the final audit report, dated September 22, 2025:

**Recommendation #4**

We recommend the Vice President, Retail & Post Office Operations, and the Vice President, Delivery Operations, develop procedures to ensure justification responses are properly completed and reviewed in a timely manner and that managers are held accountable when units 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:

While management at the headquarters level is not responsible for addressing local compliance concerns with the opening and closing of offices, we will modify the current Start of Day/End of Day Standard Work Instruction to include instructions to match FDB hours. We will disseminate to all offices via MyPO Certification process.

Target Implementation Date: 07/31/2026

Responsible Official: Vice President, Retail & Post Office Operations

Sincerely,

E-SIGNED by Jennifer.T Vo  
on 2026-05-27 16:27:00 EDT

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Jennifer Vo  
Vice President, Retail & Post Office Operations

E-SIGNED by JOHN.S MORGAN  
on 2026-05-27 16:30:17 EDT

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John Morgan  
Vice President, Delivery Operations

cc: Corporate Audit & Response Management