



June 5, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution - Relief Supervisor Utilization (Audit Number 25-131-R26)
Recommendations 1, 2

Representatives of the Office of the Inspector General (OIG) and USPS management met on June 4, 2026, to discuss management's disagreement with recommendations 1 and 2 as stated in management's response to the subject audit report, issued March 26, 2026.

As a result of the meeting an agreement was reached pertaining to recommendations 1 and 2 which read as follows from the March 31, 2026, final audit report:

Recommendation #1

We recommend the Chief Retail and Delivery Officer; Chief Processing and Distribution Officer; and Chief Logistics Officer, identify methods of reducing acting supervisor usage at facilities with relief supervisors and high acting supervisor work hours.

Recommendation #2

We recommend the Vice President, Human Resources, in coordination with the Chief Retail and Delivery Officer; Chief Processing and Distribution Officer, and Chief Logistics Officer, assess the impact on acting supervisor work hours when relief supervisors are detailed, and evaluate creating guidance for detailing relief supervisors to lateral positions.

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 definitive targets are not practical due to staffing and operational conditions, management will continue to monitor supervisory hours using existing analytical tools and/or site-level tracking measures.

Target Implementation Date: 07/31/2026

Responsible Official: VP, Delivery Operations, VP, Processing Operations, VP, Retail & Post Office Operations, and VP, Logistics

Regarding #2: Management reviewed whether to issue guidance restricting Relief Supervisors detailing to other positions and concluded not to create restrictive guidance at this time. Relief Supervisors are often the best available resource to cover vacancies, leave, and operational gaps. Detailing serves as a flexible staffing tool, a career development opportunity, and a way to test readiness for advancement into higher-level roles.

Management requests to close recommendation 2 with the issuance of the OIG's audit resolution response letter.

Target Implementation Date: 06/30/2026

Responsible Official: VP, Delivery Operations, VP, Processing Operations, VP, Retail & Post Office Operations, VP, Logistics, VP, Human Resources

Sincerely,

E-SIGNED by JOHN.S MORGAN
on 2026-06-08 15:41:33 EDT

John S. Morgan
Vice President, Delivery Operations

E-SIGNED by JASON.R DE CHAMBEAU
on 2026-06-05 15:58:59 EDT

Jason DeChambeau
Vice President, Processing Operations

E-SIGNED by Jennifer.T Vo
on 2026-06-05 12:42:22 EDT

Jennifer Vo
Vice President, Retail & Post Office Operations

E-SIGNED by ROBERT CINTRON
on 2026-06-07 14:47:56 EDT

Robert Cintron
Vice President, Logistics

E-SIGNED by Joseph Bruce
on 2026-06-05 12:39:21 EDT

Joseph Bruce
Vice President, Human Resources

cc: Corporate Audit & Response Management