



June 9, 2022

SALLY K. HARING
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution – *Nationwide Service Performance* (Report Number 21-120 – R21) Recommendation 1

We agree with the actions the U.S. Postal Service will take to address recommendation 1 in the subject report, along with the target implementation date, as described in related June 1, 2022, memorandum from the Chief Logistics and Processing Officer and Chief Retail and Delivery Operations Officer. We agree to change recommendation 1 from “Disagree” to “Agree” in our Audit Projects Module.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or comments please contact Victoria Smith, Manager, Quality, Systems & Accountability, at 703-526-5903.

A handwritten signature in cursive script that reads "John E. Cihota".

John E. Cihota
Director, Audit Services