



June 1, 2023

JEANNETTE Y. GRANT
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution – *Delivery Operations – Undelivered and Partially
Delivered Routes* (Report Number 21-262-R23) – Recommendation 2

We agree with the actions the U.S. Postal Service will take to address recommendation 2 in the subject report, along with the target implementation date, as described in the related May 12, 2023, memorandum from the Vice President, Delivery Operations and the Vice President, Customer Experience. We agree to change recommendation 2 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

cc: Amy Jones