



April 19, 2024

JEANNETTE Y. GRANT  
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution Letter – *Penalty Overtime* (Report Number 23-065-R23)  
Recommendation 1

We agree with the actions the U.S. Postal Service will take to address recommendation 1 in the subject report, as described in the related April 2, 2024, memorandum from the Vice President, Processing and Maintenance Operations and the Vice President, Delivery Operation. 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

cc: Lazerick Poland