



July 15, 2025

JEANNETTE Y. GRANT
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution Letter – *Delivery and Customer Service in Colorado Mountain Towns* (Report Number 23-130-R24) Recommendation 2

We agree with the actions outlined by the U.S. Postal Service to address recommendation 2 in the subject report, as described in the related June 5, 2025, memorandum from the Acting Postmaster General and Chief Human Resources Officer.

We agree with the target implementation date of October 31, 2025, for recommendation 2. Accordingly, we will update our internal audit tracking system to reflect this change by modifying the status of this recommendation from “disagree” to “agree.”

We appreciate the cooperation and courtesy provided by your staff. If you have any questions, please contact Victoria Dixon, Acting Manager, Quality, Systems & Accountability, at 404-507-8322, or me at 703-526-5903.

Victoria Smith

Victoria Smith
(A)Director, Audit Services

cc: Todd Watson