



August 25, 2025

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – U.S Postal Service Response to Mail Theft (Audit Number 22-178-R23) Recommendation 1

Representatives of the Office of the Inspector General (OIG) and USPS management met again on August 25, 2025, to discuss management's disagreement with recommendation 1 as stated in the September 22, 2023, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation 1 which read as follows from the September 28, 2023 final audit report:

Recommendation #1

We recommend the Chief Technology Officer and Executive Vice President, develop a plan to include proposed quantities, projected cost, and actionable milestones to fully deploy the eArrow lock and high security mailbox initiatives, and include measures to assess their effectiveness.

The status of the recommendation will be changed to "Agreed" in both the OIG's and management's tracking systems.

To close this recommendations management agrees to take the following actions:

Management is deploying the remaining eArrow locks that are in inventory as well as high security collection mailboxes. Deployment plans are adjusted, as necessary, to the needs of the field based on utilization of collection boxes. Management tracks progress through a dashboard and will share with the OIG once planned installs are complete.

Target Implementation Date: 02/28/2026

Responsible Official: Senior Director, Delivery & Retail Modernization

Sincerely,

E-SIGNED by linda malone
on 2025-08-25 17:21:09 EDT

Linda Malone
Vice President, Applied Engineering

cc: Corporate Audit & Response Management