



August 25, 2023

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution: Cremated Remains
Audit Number 23-018-R23 (Recommendation 3)

Representatives of the Office of the Inspector General (OIG) and USPS management met on August 16, to discuss management's disagreement with recommendation number 3 as stated in the June 26, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation number 3, which reads as follows from the July 5, 2023, final audit report:

Recommendation #3

We recommend the Vice President Retail and Post Office Operations, update the Cremated Remains acceptance procedures requiring retail clerks to place Cremated Remains packages in individual Priority Mail Express sacks at acceptance.

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

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

Management will:

- Conduct an onsite evaluation of cremated remains packages at the MRC to determine if there is a significant difference in packaging used for damaged/lost pieces.
- Evaluate acceptance procedures at retail units identified in the OIG audit.
- Analyze cremated remains data to determine if there was an impact on performance following changes made to USPS packaging/labeling and the Retail Unit workflow.

Results from the three assessments will be used to see if changes are needed for the cremated remains acceptance process.

Target Implementation Date: 03/31/24

Responsible Official: Manager, Policy and Practices

E-SIGNED by Elvin Mercado
on 2023-08-25 09:17:25 CDT

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