



August 18, 2023

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Cremated Remains, Audit Number 23-018-R23
(Recommendation #4)

Representatives of the Office of the Inspector General (OIG) and USPS management met on August 16, 2022, to discuss management's disagreement with recommendation number 4 as stated in the June 26, 2023, management response in the subject audit report.

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

Recommendation #4

We recommend the Vice President Processing and Distribution, reiterate the procedures for monitoring Cremated Remains and develop a process for validating that In-Plant personnel review the Informed Visibility report daily for delayed Cremated Remains packages in accordance with policy.

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

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

USPS generates a daily Delayed Cremated Remains report that is pushed to a broad audience, including the National Operations Control Center (NOCC). The NOCC notifies the sites with at risk packages. Management will reinforce the importance of this process.

Target Implementation Date: 9/30/2023

Responsible Official: Sr Director Processing Operations and Sr Director Strategic Planning and Implementation

E-SIGNED by Michael.L Barber
on 2023-08-21 08:05:29 CDT

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