



October 19, 2023

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Cremated Remains, Audit Number 23-018-R23
(Recommendation 5)

Representatives of the Office of the Inspector General (OIG) and USPS management met on October 18, 2023, to discuss management's disagreement with recommendation number 5 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 5, which reads as follows from the July 5, 2023, final audit report:

Recommendation #5

We recommend the Vice President Business Solutions, evaluate the feasibility of requiring customers to use the Cremated Remains kit boxes when shipping Cremated Remains and revise policy as appropriate.

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 reiterated to retail employees the proper handling and acceptance of Cremated Remains via the Retail Digest. Management evaluated the feasibility of requiring customers to use the Cremated Remains kit boxes and determined it was not a good business practice because it restricts customer flexibility in choosing packaging to ship cremated remains. Guidance on how to securely package when not using the kit box is publicly available to customers. Additionally, management provided the OIG a copy of its process for making policy changes. Management requests this recommendation be closed with issuance of the OIG's audit resolution response letter.

Target Implementation Date: 11/30/2023

Responsible Official: Director, Shipping and Commerce Product Management

Sincerely,

E-SIGNED by Robert.H Raines
on 2023-10-19 15:10:33 EDT

Robert Raines
Vice President, Business Solutions

cc: Corporate Audit & Response Management