



February 28, 2024

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Processing and Delivery of Veterans Affairs
Medicine, (Audit Number 23-137-R24 (Recommendations 1 and 2))

Representatives of the Office of the Inspector General (OIG) and USPS management met on January 25, 2024, to discuss management's disagreement with recommendations 1 and 2 as stated in the December 7, 2023, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendations 1 and 2 which reads as follows from the December 15, 2023, final audit report:

Recommendation #1

We recommend the Vice President Processing and Maintenance Operations, develop, and implement training, including recurring refresher training for handling damaged medication packages and medication found loose in the mail.

Recommendation #2

We recommend the Vice President, Processing and Maintenance Operations, and Vice President, Retail and Post Office Operations, develop and implement a process to review Priority Mail Open and Distribute scanning performance, which should include providing recurring training to employees responsible for conducting the scans and enforcing compliance with scanning requirements.

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

To close both recommendations management agrees to take the following action:

Policies for prescription medications are distributed via issued Processing Operations Management Orders (POMOs), job aids, and on-the-job training for employees. The Priority Mail Open and Distribute (PMOD) Operational Guide describes procedures for scanning PMOD shipments. The POMO and PMOD Operational Guide will be reissued annually to plant managers and require receipt be validated.

Target Implementation Date: 04/30/2024

Responsible Official: VP, Processing & Maintenance Operations

A handwritten signature in blue ink that reads "Dane A. Coleman". The signature is written in a cursive style with a long horizontal stroke at the end.

Dane A. Coleman

cc: Corporate Audit & Response Management