



# NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

*National Headquarters*  
1727 KING STREET, SUITE 400  
ALEXANDRIA, VA 22314-2753  
Phone (703) 836-9660

April 14, 2017

Mr. Bruce Nicholson  
Manager, Labor Relations Policy Administration  
United States Postal Service  
475 L'Enfant Plaza SW Room 9426  
Washington DC 20260-4101

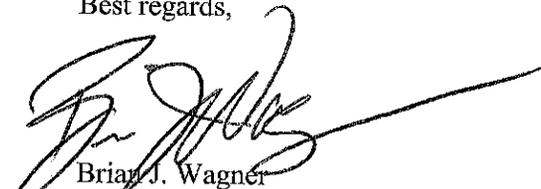
**RE: Sales Retention Team (SRT) Center -- Information Received**

Dear Bruce,

The National Association of Postal Supervisors (NAPS) is in receipt of your April 13, 2017 email with the requested information from our March 15, 2017 letter. As you are aware NAPS discussed and received the requested briefing during our April 2017 NAPS/USPS Consultative meeting.

Thank you for providing the attached information and notifying NAPS that the respective clerk jobs have been posted as well as the EAS-19 AD-HOC positions. We appreciate the ongoing professional business relationship NAPS has with the USPS HQ Labor Relations office and the entire Postal Service Headquarters' leadership team.

Best regards,



Brian J. Wagner  
National President

Area	District	Bid Cluster	Location	Addresses	# of Jobs	# of Ad Hoc
Eastern	Northern Ohio	Akron Post Office	Akron	675 Wolf Ledges Pkwy Akron OH 44309	38	2
Cap Metro	Atlanta	Atlanta Post Office	Atlanta	3900 Crown Rd SW Atlanta GA 30304	35	2
Northeast	Greater Boston	Boston Post Office	Boston	25 Dorchester Ave Room B9 Boston MA 02205	21	2
Southern	Dallas	Dallas Post Office	Dallas	951 W Bethel Coppel TX 75099	41	2
Eastern	Ohio Valley	Dayton Post Office	Dayton	1111 E 5th ST Dayton OH 45401	37	2
Great Lakes	Central Illinois	Fox Valley Proc/Dist Ctr	Fox Valley	3900 Gabrielle Ln Aurora IL 60598	44	2
Eastern	Philadelphia Metro	Philadelphia Post Office	Philadelphia Metro	9925 Bustleton Ave Philadelphia PA 19115	55	3
Western	Portland	Portland Post Office	Portland	715 NW Hoyt St Portland OR 97208	18	2
Pacific	San Francisco	San Francisco Post Office	San Francisco	1300 Evans Ave Room 270 San Francisco CA 94188	40	2
Western	Seattle	Everette Post Office	Seattle	8120 Hardeson Rd Everett WA 98203	20	2
Southern	Suncoast - St Pete	St Pete Post Office	St Pete	3135 1st Ave N St Pete FL 33730	20	2
Southern	Suncoast - Tampa	Tampa Post Office	Tampa	3501 Bessie Coleman Blvd Tampa FL 33630	17	2
					<b>386</b>	<b>25</b>



# NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

*National Headquarters*  
1727 KING STREET, SUITE 400  
ALEXANDRIA, VA 22314-2753  
Phone (703) 836-9660

March 15, 2017

Mr. Bruce Nicholson  
Manager, Labor Relations Policy Administration  
United States Postal Service  
475 L'Enfant Plaza SW Room 9426  
Washington DC 20260-4101

**RE: Sales Retention Team (SRT) Center Briefing Request**

Dear Bruce,

The National Association of Postal Supervisors (NAPS) is in receipt of a March 13, 2017 letter, received via fax at NAPS headquarters at 12:30 p.m. on March 13 from Alan Moore, regarding a national arbitration award related to the Sales Retention Team (SRT) Centers. NAPS appreciates receiving this letter in advance of being delivered in the mail to have more time to review.

NAPS is pleased that the USPS considered the Sales Retention Team (SRT) Centers an important initiative to enhance the customer experience and that the Customer Retention Agents in the SRT Centers were of great value. As such, since Arbitrator Goldberg ruled the SRT positions are to be assigned to the clerk craft, NAPS is requesting a briefing on this arbitration decision on the following issues:

1. How many clerk craft SRT positions will be posted?
2. Where will these clerk craft SRT position be domiciled?
3. How many new EAS positions will the USPS post to manage the new clerk craft SRT positions and their operation?
4. What is the timeframe of the USPS to post the new EAS positions relative to the new clerk craft SRT positions and their operation?

Thank you for your time. We look forward to a scheduled briefing.

Best regards,

Brian J. Wagner  
National President

LABOR RELATIONS



March 13, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service plans to send letters to employees who are currently working in the Sales Retention Team (SRT) Centers.

As you likely know, SRT staffing will be impacted by a December 8, 2016, national arbitration award (Arbitrator Stephen B. Goldberg). The subject letters are intended to provide current SRT employees with information regarding the impact of that award.

We have enclosed sample of the letter to SRT employees and a Reasonable Accommodation notice.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures

March 10, 2017

**Sales Retention Team:**

Approximately four years ago, the Postal Service implemented a temporary operation to enhance the customer experience by proactively contacting small business customers, assisting with service issues and educating on new products and services.

Your work as a Customer Retention Agent is of great value to the Postal Service in the following ways:

- Helping build the Customer Retention Program and making it a huge success.
- Assisting the Customer Retention Program retain more than \$1.5 billion over the past five years.
- Proactively contacting over one million small-business customers.
- Supporting the Customer Care Centers at peak season from FY14 through FY17.
- Providing a better understanding of why our customers are dissatisfied through effective customer engagement.

On November 3, 2013, a national dispute challenging the Postal Service's failure to assign Sales Retention Team (SRT) jobs to the clerk craft and to post those jobs for clerk-craft bidding was initiated. The matter was arbitrated before an impartial arbitrator, Stephen B. Goldberg, who issued a decision on December 8, 2016.

The arbitration decision requires, in part, that the Postal Service "[p]ost SRT work assignments for bid by clerks without delay." As the timeline for the arbitration-ordered transition becomes more definite, Human Resources will be reaching out to you to begin evaluating your ability to perform alternative work. If you believe you may be a qualified individual with a disability, and that a reasonable accommodation may allow you to perform alternative work, the Reasonable Accommodation Committee is available to evaluate your request. You will be receiving a letter that will provide details regarding the Reasonable Accommodation Committee process and how to get started.

Thank you for your work and attention to detail while supporting this very important initiative. Your performance in recent years has been integral in retaining revenue and providing excellent information for the Sales Team to continue to evaluate and address the needs of our customers.

With Warm Regards,

The Postal Service provides reasonable accommodation to qualified individuals with disabilities in accordance with the Rehabilitation Act of 1973 (Rehabilitation Act) and the Agency's reasonable accommodation policy contained in Handbook EL-307, *Reasonable Accommodation, An Interactive Process*. Reasonable accommodation is a modification or adjustment to a job or the work environment that will enable a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions of a vacant funded position. A "disability" is any physical or mental impairment that substantially limits one or more major life activities.

A qualified individual with a disability is a person who meets the legitimate skill, experience, education, or other requirements of a Postal Service position that he or she holds or seeks, and who can perform the essential functions of the position with or without reasonable accommodation.

To assist in evaluating requests, the district has a Reasonable Accommodation Committee (RAC). Each RAC is a multifunctional task force that helps management:

- Determine the eligibility of employees and applicants for reasonable accommodation; and
- Assess the availability and feasibility of specific accommodations.

The RAC examines whether an applicant or employee qualifies for accommodation under the Rehabilitation Act. Working with the individual and management, the RAC also examines potential accommodations, including transfers or reassignments.

To request a reasonable accommodation, an individual may use plain language and need not mention the Rehabilitation Act or use the phrase "reasonable accommodation." An employee can make a request for accommodation to his or her supervisor or manager; the Manager, Human Resources (District); or the RAC Chair. Employees who are deaf or hard of hearing and seek a communication accommodation can also make a request for accommodation to the District Disability Coordinator.

If you have questions concerning the reasonable accommodation process, please consult EL-307. In addition, you may contact any of the above-referenced individuals, or alternatively you may contact the Manager, Disability Programs at Headquarters, Lisa Williams, at 202-268-2626.



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MAR 09 2017  
Per \_\_\_\_\_

March 8, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Certified Mail Tracking Number:  
7016 1370 0002 3014 1361

Dear Brian:

As a matter of general interest the Postal Service has developed the enclosed training materials for the Clerk Craft duty assignments to be posted at the Sales Retention Team sites pursuant to the December 8, 2016 Goldberg arbitration decision.

Enclosed for your review are the following materials/documents:

- DVD containing the training materials develop for the SRT Program
  - 10 modules for the SRT agents training
  - 13 separate job aids
- Managers Memo requesting Article 19 consideration

The training will be two weeks and will be facilitator lead. Additionally, there will be onsite support for an additional week after the training. If there are any questions, please contact Shannon Richardson at extension 5842.

Sincerely,

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosures

## 2 YEAR NTE DETAIL ASSIGNMENT

**Posting Number:** 1-17

Issue Date: 03/13/2017  
Closing Date: 03/23/2017 (COB)

**LOCATION:**

Fox Valley (Sales Retention Call Center)  
3900 Gabrielle Lane  
Aurora, IL 60598

**TITLE:** Supv. Customer Care Center (**HQ Customer Retention**) (2 positions)

**GRADE:** EAS - 19

**NON-SCHEDULED DAYS:** Saturday/Sunday (1) and Sunday/Monday (1)

**HOURS:** (vary) 8:00 – 4:30

**FINANCE NUMBER:** 16-0501

**PERSONS ELIGIBLE TO APPLY:** All qualified career postal employees (EAS and Craft) within the Central Illinois District, Great Lakes Area EAS and HQ/HQ Related EAS with at least one year of current continuous career service are eligible to apply.

**FUNCTIONAL PURPOSE:** Supervises bargaining unit staff responsible for a wide range of USPS Customer Care Center activities including, but not limited to, standard, complex, and escalated customer contacts. Collaborates with quality, training support and other Customer Care Center staff to promote quality contacts and high customer satisfaction.

**REQUIREMENTS:**

1. Ability to use Microsoft Word, PowerPoint and Excel and Postal Service Applications.
2. Ability to use a computer, keyboard and a mouse to retrieve information to respond to customer inquiries and complaints.
3. Ability to work cooperatively with customers and co-workers and adapt to varying personalities, situations and perform under pressure of the position.
4. Ability to use written and electronic reference tools, manuals, and the internet/intranet to search and retrieve information on a computer.
5. Ability to manage the work performance of staff, including evaluating performance against goals, providing technical guidance and feedback, identifying training needs, and establishing individual development plans.
6. Ability to oversee research for the purpose of developing responses to inquiries, or resolving problems.
7. Ability to oversee and coordinate the work of others in order to meet service standards and quality goals, including planning, organizing and assigning work activities, and facilitating the flow of work-related information.
8. Ability to communicate orally sufficient to express ideas or facts clearly and logically when answering questions, giving instructions or explaining Postal products and services.

**MAIL TO:**

Attn: Chris Simmons  
HQ Customer Retention  
P O Box 260222  
Plano, Texas 75075

**HOW TO APPLY:** Employees must complete and submit your application from your eCareer profile to include the **summary of accomplishments** addressing each knowledge, skill, or ability (KSA). Submit to the application address for receipt on or before the closing date. Applicants for EAS positions will now be required to provide an information copy of their eCareer application to their current manager. Employees are encouraged to include the ZIP + 4 in their mailing address. The United States Postal Service is an equal opportunity employer. The United States Postal Service provides reasonable accommodation to qualified individuals with disabilities. If you need a reasonable accommodation for any part of the application, bidding, interview, and/or selection process, please contact the office identified on the vacancy announcement. The decision on granting reasonable accommodation will be on a case-by-case basis. **DO NOT SUBMIT VIA eCareer.**

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Per \_\_\_\_\_

April 10, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

This is in further reference to our September 16, 2016, notice concerning the Expected Delivery Window (ExDW) pilot test.

We plan to expand testing in early May. A list of the new sites is enclosed.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosure

Area	District	Delivery Unit Name	City	State	Delivery Unit ZIP 1	Delivery Unit ZIP 2	Delivery Unit ZIP 3	Delivery Unit ZIP 4	Delivery Unit ZIP 5
Capital Metro	Capital	Diamond Farms	Gaithersburg	MD	20878				
Capital Metro	Northern Virginia	Fairfax	Fairfax	VA	22030	22039			
Northeast	Albany	Albany	Albany	NY	12203	12205			
Northeast	Albany	Teall Station	Syracuse	NY	13206	13210	13203	13224	
Eastern	Western PA	McKnight Station	Pittsburg	PA	15237	15229	15209		
Eastern	Western PA	Corapolis	Corapolis	PA	15108				
Western	Colorado/Wyoming	Loveland Main	Loveland	CO	80538				
Western	Arizona	Sierra Adobe	Phoenix	AZ	85027				
Great Lakes	Lakeland	Menomonee Falls	Menomonee Falls	WI	53051				
Great Lakes	Gateway	Town & Country Branch	Chesterfield	MO	63017				
Southern	Oklahoma	Westside OKC	Oklahoma City	OK	73107	73127	73128		
Southern	Rio Grande	Harligen MPO	Harligen	TX	78550	78552			
Pacific	San Diego	La Mesa Main	Spring Valley	CA	91941	91977	91978		
Pacific	Sierra Coastal	Santa Clarita Main Office	Santa Clarita	CA	91350	91351	91354	91355	91390

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APR 10 2017

Per \_\_\_\_\_

LABOR RELATIONS



April 7, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service intends to initiate a new program called *Safety Time Out (STO)*.

STO focuses on safety awareness and accident reduction during identified peak accident times. Specific times each day will be used to identify workplace hazards.

Prior to beginning the program, supervisors will give an Introductory safety talk. Once the program is initiated, a supervisor will announce "Safety Time Out" at a predetermined time. Employees will then inspect their work area and identify potential unsafe conditions or hazards.

If possible, identified deficiencies will be corrected immediately. Other matters will be reported on PS Form 1767, *Report of Hazard, Unsafe Condition or Practice*. The supervisor will follow existing PS Form 1767 procedures to address the reported unsafe condition or hazard.

The STO initiative will be disseminated to the field in May.

We have enclosed copies of the following:

- Safety Time Out Launch Announcement
- Safety Time Out Program Overview
- Standup Talk entitled *Safety Time Out (STO) Communication for Employees*
- *Safety Time Out* poster.

Please contact Mera Cole at extension 4870 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures



## Safety Time Out (STO) Launch Announcement

Safety and OSHA Compliance Programs is pleased to announce the launch of a new effort, *Safety Time Out (STO)*, to engage our employees in safety.

Each day, at a designated time, employees will stop what they're doing and identify an unsafe condition, hazard or practice in their work area. Whatever can be fixed at that moment should be corrected - such as a blocked exit, housekeeping issues or 'pulling' rolling stock. Anything that will take a little more time to abate, should be recorded on a PS 1767 form, *Report of Hazard, Unsafe Condition or Practice* and turned into a supervisor. The supervisor will then follow-up to make arrangements for abatement of the hazard.

This is a great way to get everyone involved and make everyone more aware of their surroundings. The hazards we correct today, are the accidents we prevent tomorrow.

Who doesn't have time to take a Safety Time Out?



## Safety Time Out (STO) Communication for Employees

The Postal Service has a new initiative for employees to get engaged in their local office and it only requires you to stop what you are doing and focus on your surroundings.

The Safety and OSHA Compliance Programs proudly present *Safety Time Out (STO)*. This simple activity prompts employees to identify, communicate and abate hazards in their work area which could contribute to an accident or injury.

Here's how it works:

At a pre-determined time, your supervisor will announce it is 'Safety Time Out'. You are to stop what you are doing to inspect your work area for potential hazards, unsafe conditions or practices. If you are able to correct the hazard on the spot, do so. Any deficiency that cannot be fixed immediately is to be reported on PS Form 1767 (*Report of Hazard, Unsafe Condition or Practice*), then turned into your supervisor. The supervisor will follow-up on the hazard to initiate abatement. The existing PS 1767 policy remains the same.

As an employee, you have the right to a safe and healthful workplace and to become actively involved in the Postal Service's safety and health program. This comes along with the responsibility for good housekeeping, reporting recognized safety hazards and working safely. *Safety Time Out* is a great opportunity to exercise your rights/responsibilities and to make the workplace safer for your fellow co-workers too.

Get engaged. Make a difference. It doesn't take that much time to perform a check of your work area to ensure it is free of hazards; that is all it takes to prevent an injury - or to have one. Grab an opportunity to take a "time-out" for Safety.



# *Safety Time Out*



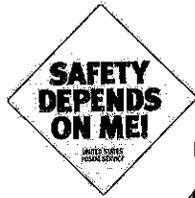
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*It doesn't take much time to prevent  
an accident from happening.*

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- **Inspect** - your work area for potential hazards or unsafe conditions
- **Correct** - the hazard, whenever possible
- **Track** - the deficiency corrected
- **Report** - any deficiencies that cannot be fixed immediately using the PS 1767, *Report of Hazards, Unsafe Conditions or Practices* form. Submit form to your supervisor.

Become more aware of your surroundings and make the workplace safer for you and your fellow co-workers.



# Safety Time Out



US Postal Service FY 2017

***Safety Time Out (STO) is a safety program initiative focusing on safety awareness and accident reduction during peak accident times. STO prompts employees to identify, communicate and abate hazards in their work area which could contribute to an accident or injury.***

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## **Table of Contents**

<b>Program Overview</b>	<b>Page 2</b>
<b>Roles and Responsibilities</b>	<b>Page 2</b>
<b>Milestones/Key Deliverables</b>	<b>Page 2</b>
<b>Program Evaluation</b>	<b>Page 2</b>
<b>Existing ELM Chapter 8 Processes</b>	<b>Page 3</b>
<b>Examples of Potential Safety Hazards</b>	<b>Page 4</b>
<b>Potential Obstacles:</b>	<b>Page 4</b>
<b>Compliance and Tracking</b>	<b>Page 4</b>
<b>Success Criteria</b>	<b>Page 4</b>

## **Resources**

<b>Safety Time Out (STO) Supervisor's Instructions</b>	<b>Page 5</b>
<b>Safety Time Out (STO) Communication for Employees</b>	<b>Page 7</b>

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### **Program Overview:**

Safety Time Out (STO) is a safety program initiative focusing on safety awareness and accident reduction during peak accident times. The focus of this simple activity is to set aside a specific time each day to look for workplace hazards that could contribute to an accident or injury. Attention to effective identification and communication of safe and unsafe workplace hazards before an accident or near miss is critical to a successful program.

### **Roles and Responsibilities:**

A supervisor will give an office-wide safety talk introducing STO. At a pre-determined time a supervisor will announce to the employees it is Safety Time Out, (known as STO). Time will be determined from Enterprise Data Warehouse (EDW) data analysis or a review of the time recorded on the accident reports when most accidents occur. Employees will immediately inspect their work area for possible unsafe conditions or hazards to ensure their area is free from potential risks. This should not take much time to abate an unsafe condition.

Deficiencies that cannot be fixed immediately will be reported on PS Form 1767 (Report of Hazard, Unsafe Condition or Practice). The supervisor will follow the existing PS 1767 policies to eliminate and/or minimize the hazard through appropriate channels and document the results. All PS Form 1767s must be entered in the Safety Toolkit (STK) Hazard Log (Form 1767) by the supervisor. The supervisor, employee and/or safety ambassador should discuss examples of STO findings during daily safety discussions. A safety ambassador can assist with tracking STO findings.

### **Milestones/Key Deliverables:**

- Increase safety awareness and communication
- Reduce accidents during peak times
- Engage employees in personal safety
- Create safety consciousness into daily production schedule
- Improve employee observation skills
- Improve housekeeping in employee work area
- Increase hazard recognition and abatement process
- Train employee to remove potential hazards immediately and/or complete a PS Form 1767 Report of Hazard, Unsafe Condition or Practice to initiate corrective action
- Reduce employee communications to OSHA
- Return On Investment (ROI): reduce potential accidents for minimal initiation costs and time

### **Program Evaluation:**

- Using current accident data for time of day, STO, (Safety Time Out) will be implemented on each tour at the time of day when the highest number of accidents occur (time will be determined locally). For STO the tours will be defined as: Tour 1 2300-0700, Tour 2 0700-1500 and Tour 3 1500-2300. Once the peak time of day is determined and agreed to, employees at the direction of their immediate supervisor will stop work, conduct a 360 degree visual scan of their work area looking for hazards to correct on-the-spot.
- Employee will fix/abate what is within their control and report any facility hazards that are outside of their control using the PS Form 1767.

- 
- A time of day report will be reviewed monthly to determine if total accident counts have reduced with STO implementation.
  - Each month the STK National All Hazard Log (PS Form 1767 Report of Hazard, Unsafe Condition or Practice) will determine if there are an increased number of hazards identified and abated.
  - STK OSHA Phone and Fax monthly reports will verify if OSHA Phone and Fax activity has decreased after STO was started.

**Existing ELM Chapter 8 Processes:**

Content from ELM Chapter 8 processes to support Safety Time Out (STO):

Employees have the right to:

- Become actively involved in the Postal Service's safety and health program and be provided a safe and healthful work environment.
- Report unsafe and unhealthful working conditions using PS Form 1767, Report of Hazard, Unsafe Condition, or Practice.
- Consult with management through appropriate employee representatives on safety and health matters such as program effectiveness.
- Participate in inspection activities where permissible.

Employees are responsible for:

- Complying with all OSHA and Postal Service safety and health regulations, procedures, and practices, including the use of approved personal protective equipment.
- Keeping the work area in a safe and healthful condition through good housekeeping and proper maintenance of property and equipment.
- Reporting recognized safety hazards and unsafe working conditions immediately.
- Performing all duties in a safe manner.
- Filing a report of an unsafe or unhealthful condition on PS Form 1767 with the immediate supervisor and request an inspection of the alleged condition.

Supervisors/Managers are responsible for:

- Investigating alleged hazards and unsafe conditions.
- Initiate immediate corrective action or make appropriate recommendations.
- Record actions or recommendations on PS Form 1767.
- Forward the original PS Form 1767 and one copy to the next appropriate level of management (approving official).
- Give the employee a copy signed by the supervisor as a receipt.
- Immediately forward the third copy to the facility safety coordinator. It is the supervisor's responsibility to monitor the status of the report at all times until the hazard is abated. If the hazard remains unabated longer than 7 calendar days, the supervisor must verbally inform the employee as to abatement status at the end of each 7-day interval.

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### **Examples of Potential Safety Hazards:**

- Straps, packages, debris on the floor
- Flat tubs/equipment stacked in the line of travel
- Uneven loads
- Faulty/defective equipment
- Tripping hazards
- Moving/damaged equipment
- Overloaded hampers and material handling equipment
- Blocked egresses
- Employee Housekeeping
- High stacking
- Possible falling hazards
- Lighting
- Extension cords
- Deficiencies identified during daily motor vehicle inspection

### **Potential Obstacles:**

- Failure to STOP working for allotted time to focus on general workplace safety
- Interruption in daily routine
- Inconsistency in implementation
- Supervisor or employee non-compliance
- Failure to correct hazards
- Failure to document hazards
- Communication gaps between employees and management
- Lack of buy-in, need 100% participation
- Failure to communicate recognized hazards

### **Compliance and Tracking:**

All offices are expected to participate. Area Safety in conjunction with District Safety will set the expectations for compliance and tracking. The key is to engage and empower employees in their personal safety. When an employee is aware of their surroundings, can identify and abate hazards, they become active in their safety program. This in turn will reduce accidents. Fewer accidents mean employees return home safely to their family and friends each day.

Engaging the safety ambassadors and local safety committees are a perfect place to generate ideas on how to implement STO successfully. A best practice is to recognize an employee who abates a deficiency no matter how large or small. It could be as simple as a gold star for moving a tub or tracking the number of PS Form 1767s submitted. Displaying the results of the daily fixes and/or numbers of PS Form 1767 submitted helps promote employee engagement, camaraderie, and competitiveness. This is a great way to get everyone involved and make everyone more aware of their surroundings.

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### **Success Criteria:**

STO, (Safety Time Out) will improve employee safety awareness through daily repetition and positive communication. Employees will become more engaged if their voices and actions are heard and appreciated. This creates an engaged workforce when employees can contribute and make a difference in their well-being. Engagement questions influencing this are Q5 "My supervisor or someone at work, seems to care about me as a person; Q-6: "There is someone at work who encourages my development"; and Q-7: "At work, my opinions seem to count".

A check of the work area to make sure it is hazard-free is all it takes to prevent an injury or to have one. Grab an opportunity to take a "time-out" for Safety.

### **Resources:**

#### **Safety Time Out (STO) Supervisor's Instructions**

The Postal Service has announced a new effort to engage employees at all levels in the local facility.

*Safety Time Out (STO)* is a safety program initiative that focuses on safety awareness and accident reduction during peak accident times. This simple activity prompts employees to identify, communicate and abate hazards in their work area which could contribute to an accident or injury.

#### **Instructions –**

A supervisor will give an office-wide safety talk introducing Safety Time Out. At a pre-determined time (based on Enterprise Data Warehouse (EDW) data analysis), a supervisor will announce that it is 'Safety Time Out'. Employees will stop what they are doing and inspect their work area for potential unsafe conditions or hazards. (This should be a visual scan of your immediate work area to ensure any hazards are removed.) Deficiencies are to be corrected on the spot. Any deficiency that cannot be fixed immediately will be reported on PS Form 1767 (Report of Hazard, Unsafe Condition or Practice). The supervisor will follow the existing PS 1767 policies to eliminate and/or minimize the hazard through appropriate channels and document the results. All PS Form 1767s must be entered in the Safety Toolkit (STK) Hazard Log (Form 1767) by the supervisor.

The supervisor, employee and/or safety ambassador should discuss STO findings during daily safety huddles. A safety ambassador can assist with tracking STO findings. This is a great time to be creative and recognize the number of potential close calls or accidents by letting your employees track their efforts through an office-wide awareness campaign.

*Reference: ELM Chapter 8*

Employees are responsible for -

- Complying with all OSHA and Postal Service safety and health regulations, procedures, and practices, including the use of approved personal protective equipment.

- 
- Keeping the work area in a safe and healthful condition through good housekeeping and proper maintenance of property and equipment.
  - Reporting recognized safety hazards and unsafe working conditions immediately.
  - Performing all duties in a safe manner.
  - Filing a report of an unsafe or unhealthful condition on PS Form 1767 with the immediate supervisor and request an inspection of the alleged condition.

Supervisors/Managers are responsible for -

- Investigating alleged hazards and unsafe conditions.
- Initiate immediate corrective action or make appropriate recommendations.
- Record actions or recommendations on PS Form 1767.
- Forward the original PS Form 1767 and one copy to the next appropriate level of management (approving official).
- Give the employee a copy signed by the supervisor as a receipt.
- Immediately forward the third copy to the facility safety coordinator. It is the supervisor's responsibility to monitor the status of the report at all times until the hazard is abated. If the hazard remains unabated longer than 7 calendar days, the supervisor must verbally inform the employee as to abatement status at the end of each 7-day interval.

#### **Examples of Potential Safety Hazards –**

- Straps, packages, debris on the floor
- Flat tubs/equipment stacked in the line of travel
- Uneven loads
- Faulty/defective equipment
- Tripping hazards
- Moving/damaged equipment
- Overloaded hampers and material handling equipment
- Blocked egresses
- Employee Housekeeping
- High stacking
- Possible falling hazards
- Lighting
- Extension cords
- Deficiencies identified during daily motor vehicle inspection

#### **Success criteria -**

STO, (Safety Time Out) will improve employee safety awareness through daily repetition and positive communication.

Employees will become more engaged if their voices and actions are heard and appreciated. This creates an engaged workforce when employees can contribute and make a difference to their well-being. Engagement questions influencing this are:

Q5: *"My supervisor or someone at work, seems to care about me as a person"*

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Q6: "There is someone at work who encourages my development"

Q7: "At work, my opinions seem to count"

A visual check around your area is all it takes to prevent an injury or to have one. Grab an opportunity to take a "time-out" for Safety.

### **Employee Service Talk:**

#### **Safety Time Out (STO) Communication for Employees**

The Postal Service has a new initiative for employees to get engaged in their local office and it only requires you to stop what you are doing and focus on your surroundings.

The Safety and OSHA Compliance Programs proudly present *Safety Time Out (STO)*. This simple activity prompts employees to identify, communicate and abate hazards in their work area which could contribute to an accident or injury.

Here's how it works:

At a pre-determined time, your supervisor will announce it is 'Safety Time Out'. You are to stop what you are doing to inspect your work area for potential hazards, unsafe conditions or practices. If you are able to correct the hazard on the spot, do so. Any deficiency that cannot be fixed immediately is to be reported on PS Form 1767 (*Report of Hazard, Unsafe Condition or Practice*), then turned into your supervisor. The supervisor will follow-up on the hazard to initiate abatement. The existing PS 1767 policy remains the same.

As an employee, you have the right to a safe and healthful workplace and to become actively involved in the Postal Service's safety and health program. This comes along with the responsibility for good housekeeping, reporting recognized safety hazards and working safely. *Safety Time Out* is a great opportunity to exercise your rights/responsibilities and to make the workplace safer for your fellow co-workers too.

Get engaged. Make a difference. It doesn't take that much time to perform a check of your work area to ensure it is free of hazards; that is all it takes to prevent an injury - or to have one. Grab an opportunity to take a "time-out" for Safety.

RECEIVED

APR 12 2017

Per \_\_\_\_\_

LABOR RELATIONS



April 10, 2017

Brian J. Wagner  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Gregory S. Acord  
Anthony D. Leonardi  
Co-Presidents  
United Postmasters and Managers of America  
8 Herbert St.  
Alexandria, VA 22305-2600

Gentlemen:

*Brian*

As a matter of information, the Postal Service plans to simplify several customer experience surveys. These changes are intended to better identify what matters most to postal customers and increase response rates.

The Postal Service is standardizing the first three questions in the following surveys:

- Retail Point of Sale
- Delivery
- Customer Care Center
- Business Services Network
- Enterprise Customer Care
- [usps.com](http://usps.com)
- Business Mail Entry Unit

There will be no changes to the current National Performance Assessment (NPA) Customer Insight indicator. Responses from the revised surveys will be evaluated to improve the overall customer experience survey program starting in FY 2018, which begins Oct. 1.

Please contact Phong Quang at extension 2857 if you have questions concerning this matter.

Sincerely,

*Bruce A. Nicholson*  
Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

RECEIVED

APR 12 2017



Per \_\_\_\_\_

April 7, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service is revising the Postal Operations Manual (POM), Chapter 6, *Delivery Services*, Section 631.2.

This revision changes the order in which modes of delivery descriptions appear in the POM. This change does not alter the manner of assigning new delivery or extending delivery service, and it does not alter the current modes of delivery.

We have enclosed copies of the final draft with and without changes identified.

These changes are scheduled for publication in the April 27 Postal Bulletin.

If you have any questions concerning this matter, please contact Bruce Nicholson at extension 7773.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures

## 63 Modes of Delivery, Mail Receptacles, and Keys

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### 631 Modes of Delivery

#### 631.1 General

The Postal Service-approved modes of delivery available for all existing delivery points, newly established and extensions of delivery points, are described in 631.24. The characteristics of the area to be served and the methods deemed necessary to providing adequate service by the Postal Service are described in greater detail below.

#### 631.2 Centralized Delivery

Centralized delivery service may be provided to call windows, horizontal locked mail receptacles, cluster box units (CBUs), wall-mounted receptacles, or mechanical conveyors (mechanical conveyors are only for high-rise and multiple tenant buildings, and only if certain conditions are met; consult your Postmaster for details).

- a. *Delivery requirements:* CBUs and USPS STD 4C equipment may be approved for use at one or more centralized delivery points in a residential housing community or business location. The local postal manager must approve the mailbox sites and type of equipment. Boxes must be safely located so that customers are not required to travel an unreasonable distance to obtain their mail and to provide sufficient access to mailbox locations. Normally, it is appropriate for the receptacle to be within one block of the residence.
- b. *Centralized delivery addresses:* Centralized delivery mail receptacles (including USPS STD 4C equipment and CBUs, delivery centers, and postal centers) must be identified by the same addresses as the dwellings for which they serve as mail receptacles. The respective, conforming addresses should be displayed inside the boxes and visible only to the carrier and customer when accessing that receptacle. USPS does not assign addresses; however, the sequential ordering of any centralized delivery equipment is subject to USPS approval for operational efficiency and to accommodate special circumstances or requests for hardship delivery. For security or privacy, mailer associations or customer groups may use another alphanumeric identification system on the outside of receptacles that is not part of, or used in, the mailing address.

#### 631.21 Curbside Delivery

Delivery may only be provided to boxes at the curb with prior approval from the Postal Service, and so long as they can be efficiently, safely, and conveniently served by the carrier from the carrier's vehicle, and so that customers have reasonable and safe access. Mail receptacles may be grouped two to a property line, where possible.

#### 631.22 Sidewalk Delivery

Sidewalk delivery may be provided to boxes located near the public sidewalk. Options and requirements for sidewalk delivery, as directed by the Postal Service, are as follows:

- a. If the sidewalk abuts the curb or if other unusual conditions exist (e.g., excessive street parking) that make it difficult or impractical to install or serve boxes at the curbline, customers with these

situations may be permitted to install all their boxes at the edge of the public sidewalk nearest the residence, where they can all be served by a carrier from the sidewalk.

- b. If the average lot frontage is 50 feet or less, the boxes must be located so that the carrier can serve them from the sidewalk. The boxes are not required to be grouped together.
- c. If the average lot frontage is over 50 feet and does not exceed 75 feet, the boxes must be installed in groups of at least two.
- d. If the average lot frontage exceeds 75 feet, CBUs must be installed.

### **631.22 631.23 Door Delivery**

Door delivery may be provided to boxes located at or near the door of a business or residential delivery point, or through a door slot, with prior approval from the local Postmaster, only if the box or mail slot can be efficiently, safely, and conveniently served by the carrier.

**Door delivery will generally not be available for new delivery points.**

### **631.23 Sidewalk Delivery**

~~Sidewalk delivery may be provided to boxes located near the public sidewalk. Options and requirements for sidewalk delivery, as directed by the Postal Service, are as follows:~~

- ~~a. If the sidewalk abuts the curb or if other unusual conditions exist (e.g., excessive street parking) that make it difficult or impractical to install or serve boxes at the curblines, customers with these situations may be permitted to install all their boxes at the edge of the public sidewalk nearest the residence, where they can all be served by a carrier from the sidewalk.~~
- ~~b. If the average lot frontage is 50 feet or less, the boxes must be located so that the carrier can serve them from the sidewalk. The boxes are not required to be grouped together.~~
- ~~c. If the average lot frontage is over 50 feet and does not exceed 75 feet, the boxes must be installed in groups of at least two.~~
- ~~d. If the average lot frontage exceeds 75 feet, CBUs must be installed.~~

## 63 Modes of Delivery, Mail Receptacles, and Keys

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- a. If the sidewalk abuts the curb or if other unusual conditions exist (e.g., excessive street parking) that make it difficult or impractical to install or serve boxes at the curblines, customers with these situations may be permitted to install all their boxes at the edge of the public sidewalk nearest the residence, where they can all be served by a carrier from the sidewalk.

- b. If the average lot frontage is 50 feet or less, the boxes must be located so that the carrier can serve them from the sidewalk. The boxes are not required to be grouped together.
- c. If the average lot frontage is over 50 feet and does not exceed 75 feet, the boxes must be installed in groups of at least two.
- d. If the average lot frontage exceeds 75 feet, CBUs must be installed.

### **631.23 Door Delivery**

Door delivery may be provided to boxes located at or near the door of a business or residential delivery point, or through a door slot, with prior approval from the local Postmaster, only if the box or mail slot can be efficiently, safely, and conveniently served by the carrier.

**Door delivery will generally not be available for new delivery points.**



# NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters  
1727 KING STREET, SUITE 400  
ALEXANDRIA, VA 22314-2753  
Phone (703) 836-9660

April 17, 2017

Mr. Bruce Nicholson  
Manager, Labor Relations Policy Administration  
United States Postal Service  
475 L'Enfant Plaza SW Room 9426  
Washington DC 20260-4101

**RE: Change in ELM Section 354.27 and PS Form 999**

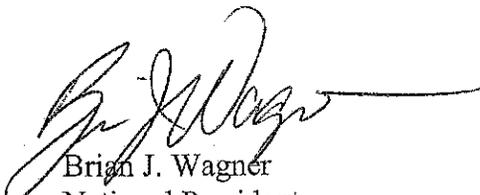
Dear Bruce,

The National Association of Postal Supervisors (NAPS) is in receipt of an April 7, 2017 letter from Alan Moore, Manager Labor Relations Policy and Programs, regarding an ELM change to Section 354.27, *Establishing a Reinstatement List* and PS Form 999, *Application for Reinstatement List*. Thank you for providing NAPS with advanced notice of this proposed change and the opportunity to provide input and recommendations.

However, to ensure NAPS provides due diligence in reviewing this respective ELM and PS Form 999 change and a possible recommendation to the USPS, we would like to know the reason(s) for the respective changes. Therefore, NAPS is requesting the Postal Service's rationale behind the proposed change in ELM Section 354.27, *Establishing a Reinstatement List* and PS Form 999, *Application for Reinstatement List*.

We look forward to the USPS response. Thank you for your time.

Best regards,



Brian J. Wagner  
National President

LABOR RELATIONS



NOTED: BW 4-11-17  
PRES: [Signature]  
EXEC VP: [Signature]  
SECY: [Signature]

RECEIVED

APR 10 2017

Per \_\_\_\_\_

April 7, 2017

To File \_\_\_\_\_ certified mail tracking number  
70101870000230856051

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

The Postal Service proposes revisions to Employee and Labor Relations Manual (ELM), Section 354.27, *Establishing a Reinstatement List* and PS Form 999, *Application for Reinstatement List*.

The purpose of the revisions is to establish that only preference eligible employees may apply to be on the reinstatement list during a reduction in force.

Pursuant to Title 39, U.S. Code, Section 1004(d) we have enclosed:

- Two copies of the proposed ELM, Section 354.27 final draft, one with and one without revisions identified.
- Two copies of the proposed PS Form 999, one with and one without revisions identified.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures

### 354.27 Establishing a Reinstatement List

#### 354.271 Providing Priority Consideration to Employees

A reinstatement list (RL) identifies career preference-eligible employees who are eligible for priority consideration for reinstatement to the Postal Service because they ~~those eligible career nonbargaining employees who have been separated as a result of due to a reduction-in-force (RIF).~~

Human Resources ~~The establishes an RL the day after is established on the 31st day following the RIF effective date, if the Postal Service finds provided~~ one or more employees ~~have been found~~ eligible for placement on the RL. The RL remains in effect for two years following its establishment; or until no eligible employees remain on the RL, whichever is earlier.

*Note: Acceptance of an employee's PS Form 999, Application for Reinstatement List, and placement on the RL. The following actions does not guarantee former an employee's reinstatement to the Postal Service.*

*a. Acceptance of an employee's PS Form 999, Application for Reinstatement List; and*

*b. Placement on the RL.*

#### 354.272 Determining Employee Eligibility

A career Employees are is eligible to befor placement on an RL if all the following conditions below occurs:

- a. The employee is preference eligible for RIF purposes, as defined in 354.215.
- b. They employee received a specific RIF notice indicating that he or shethey will be separated from the Postal Service, and that notice has not been canceled or rescinded. are subsequently separated on their RIF effective date. An Employees who retires on or beforeafter their RIF effective date areis eligible for placement on the RL, provided theyor she meets all other eligibility requirements.
- c. The employee does not refuse an offer of a position under 5 C.F.R. part 351, subpart G, with the same type of work schedule and with a representative rate at least as high as that of the position from which the employee was or will be separated.
- a.d. Their employee's last merit performance rating of record before separation was above Unacceptable better than a non-contributor for RIF purposes or its equivalent.
- b.e. They employee submits theira PS Form 999 no later than 30 days after their RIF effective date.
- e.f. They employee is are found at least minimally qualified by the primary placement administrator for one or more of the positions identified on their PS Form 999.

### 354.273 Considering Employees on a Reinstatement List

Provisions for reinstatement list consideration are as follows:

- a. Before external advertisement, the Postal Service provides initial consideration to eligible RL applicants for a vacant position ~~Eligible RL applicants are provided initial consideration before advertisement of a vacant position within their competitive area and all other competitive areas within commuting distance not undergoing an organizational change/a-RIF action. (the reinstatement list area of consideration (RLAC)).~~ Consideration is limited to those applicants who ~~have been found~~ are at least *minimally qualified* for the vacant position, ~~by the primary placement administrator.~~

*Note:* A vacant position does not include positions that are filled through other special programs such as one of the following:

- ~~T~~he restoration of individuals who served in the uniformed services, and
- ~~t~~he reemployment or reassignment of employees injured on duty who recover within one year.

- b. Human Resources maintains the RL and checks the list before publishing external job postings.

- b.c. Positions identified by eligible RL applicants on their Form 999 for which they have been found at least *minimally qualified* by the primary placement administrator must be:

1. Authorized positions, within and the RLAC.
2. At the same or lower grade level (or representative rate for PCES employees) as the positions held before separation due to a RIF action.

- e.d. Human Resources determines if an otherwise ~~After initial consideration, eligible RL applicants may either be given further consideration for the identified vacant position on a competitive or noncompetitive basis, or not to be at least considered further. A decision to *not consider* an applicant further for a particular vacancy does not impact the applicant's standing on the RL. This decision does not prevent the applicant from being considered for a similar vacant position at a later date or for any other position that the applicant has been found eligible to be considered for on the RL.~~ minimally qualified for a position identified on his or her PS Form 999, the Postal Service must offer the applicant the position before considering external applicants.

**354.274 Removing Former Employees From a Reinstatement List**

Human Resources removes an former employee's name from the RL in the following situations:

- a. ~~Names of former employees are taken off the RL, if they:~~
  - 1.a. ~~The former employee accepts a career appointment with the Postal Service or other federal agency;~~
  - 2.b. ~~The former employee voluntarily requests, in writing to Human Resources, to have his or her their names removed from the RL;~~
  - 3.c. ~~The employee fails to provide Human Resources with any changes in his or her address or telephone number, preventing Human Resources from contacting the employee about potential employment opportunities; or Decline or fail to reply to a written or telephone notification concerning an employment opportunity to a specific position identified on the RL.~~
- d. Human Resources tries to contact the former employee about a position with a representative rate at least as high as the representative rate of the position from which the former employee was separated, and the employee does one of the following:
  - 1. Declines the position, an interview or
  - 2. Fails to respond, or
  - 4.3 ~~f~~Fails to appear for an scheduled interview, provided they are notified in advance of the interview, and do not without taking reasonable steps action to reschedule the interview.
- 5. ~~Fail to provide the placement administrator with any changes in their address or telephone number and thus prevent contact concerning potential employment opportunities.~~

# ELM Issue 39 - Employee and Labor Relations Manual

## **354.27 Establishing a Reinstatement List**

### **354.271 Providing Priority Consideration to Employees**

A reinstatement list (RL) identifies career preference-eligible employees who are eligible for priority consideration for reinstatement to the Postal Service because they have been separated as a result of a reduction-in-force (RIF).

Human Resources establishes an RL the day after the RIF effective date if the Postal Service finds one or more employees eligible for placement on the RL. The RL remains in effect for two years following its establishment or until no eligible employees remain on the RL, whichever is earlier.

**Note:** The following actions do not guarantee an employee's reinstatement to the Postal Service:

- a. Acceptance of an employee's PS Form 999, *Application for Reinstatement List*; and
- b. Placement of the employee on the RL.

### **354.272 Determining Employee Eligibility**

A career employee is eligible for placement on an RL if all the conditions listed below occur:

- a. The employee is preference eligible for RIF purposes, as defined in 354.215.
- b. The employee received a specific RIF notice indicating that he or she will be separated from the Postal Service, and that notice has not been canceled or rescinded. An employee who retires on or before the RIF effective date is eligible for placement on the RL, provided he or she meets all other eligibility requirements.
- c. The employee does not refuse an offer of a position under 5 C.F.R. part 351, subpart G, with the same type of work schedule and with a representative rate at least as high as that of the position from which the employee was or will be separated.
- d. The employee's last merit performance rating of record before separation was better than a non-contributor for RIF purposes or its equivalent.
- e. The employee submits a PS Form 999 no later than the RIF effective date.
- f. The employee is at least *minimally qualified* for one or more of the positions identified on the PS Form 999.

# ELM Issue 39 - Employee and Labor Relations Manual

## 354.273 Considering Employees on a Reinstatement List

Provisions for reinstatement list consideration are as follows:

- a. Before external advertisement, the Postal Service provides initial consideration to eligible RL applicants for a vacant position within their competitive area and all other competitive areas within commuting distance not undergoing an organizational change/RIF action. Consideration is limited to those applicants who are at least *minimally qualified* for the vacant position.

**Note:** A vacant position does not include positions that the Postal Service fills through other special programs, such as one of the following:

- The restoration of individuals who served in the uniformed services, and
  - The reemployment or reassignment of employees injured on duty who recover within one year.
- b. Human Resources maintains the RL and checks the list before publishing external job postings.
  - c. Positions identified by eligible RL applicants on their PS Form 999, for which they are at least *minimally qualified*, must be:
    1. Authorized positions; and
    2. At the same or lower grade level (or representative rate) as the position held before separation due to a RIF action.
  - d. Human Resources determines if an otherwise eligible RL applicant is found to be at least *minimally qualified* for a position identified on his or her PS Form 999, the Postal Service must offer the applicant the position before considering external applicants.

## 354.274 Removing Employees From a Reinstatement List

Human Resources removes an employee's name from the RL in the following situations:

- a. The employee accepts a career appointment with the Postal Service or another federal agency;
- b. The employee voluntarily requests, in writing to Human Resources, to have his or her name removed from the RL;
- c. The employee fails to provide Human Resources with any changes in his or her address or telephone number, preventing Human Resources from contacting the employee about potential employment opportunities; or
- d. Human Resources tries to contact the employee about a position with a representative rate at least as high as the representative rate of the position from which the employee was separated, and the employee does one of the following:
  - (1) Declines the position,
  - (2) Fails to respond, or
  - (3) Fails to appear for an interview without taking reasonable steps to reschedule the interview.



## Instructions

Completing ~~on~~ of this application and submission ~~mailing it to Human Resources~~ your placement administrator with a postmark no later than ~~the~~ within 30 days following your reduction ~~Reduction-in-Force~~ Force (RIF) effective date (including the 30-day extension in a non-duty/non-pay status, if any), indicates your interest in being ~~given~~ considered ~~education~~ for reinstatement with the U.S. Postal Service.

You must meet all of the eligibility requirements below to be placed on the Reinstatement List (RL) in your competitive area:

1. You are a career non-bargaining unit employee who ~~is~~ veterans' preference eligible as defined in section 354.215 of the Employee and Labor Relations Manual (ELM) ~~was separated due to a reduction in force on your RIF effective date~~ (Note: veterans preference eligible ~~Employees who retire on or after their RIF effective date continue to be eligible to participate on the RL.~~);
2. Your last merit performance rating/designation of record before separation was ~~above~~ Unacceptable ~~better than a Non-Contributor (NC) for RIF purposes or its equivalent.~~;
3. Your completed application is mailed and postmarked ~~received~~ by your placement administrator ~~within 30 days following~~ no later than ~~their~~ your RIF effective date; and
4. ~~You are found minimally qualified for the positions identified on your application.~~

You must identify in the *Position Information* section of the application, those positions you are qualified for and interested in obtaining. You will be considered for authorized positions you list at the **same or lower grade** (or representative rate for PCES employees) as the position you held prior to your RIF separation date. Your placement administrator will assist you in identifying positions and determining whether you meet the minimum qualifications. Your placement administrator

can also provide the position titles, grades, and occupation codes for those positions that you wish to be considered for on your application.

Even though you are placed on the RL for Consideration for reinstatement includes your competitive area, the area of consideration for reinstatement only covers Postal organizations in your competitive area in approximately a 50-mile radius around the location where you were domiciled from which you were separated and those competitive areas within commuting distance that are not undergoing a RIF. Postal organizations that are in RIF or RIF avoidance are excluded.

If you meet the eligibility requirements for placement on the Reinstatement List (RL), you will remain on the list for two years from the date the list was established or until you are disqualified, whichever is earlier. You can be disqualified from continuing on the list for any of the following reasons:

1. You request, in writing to Human Resources, removal of your name from the list;
2. You receive a career appointment with the U.S. Postal Service or a permanent position with another federal agency;
3. You decline or fail to reply to an inquiry concerning a specific position you identified on your RL application within 10 calendar days of receipt;
4. You decline an interview or fail to appear for a scheduled interview; provided you are notified reasonably in advance of the interview and you did not take any action to reschedule your interview;
5. You fail to provide your placement administrator Human Resources with any changes in your address or telephone number that prevents reasonable contact with you concerning potential employment opportunities.

**You must attach to your eCareer Profile application, pages 1 and 2 of Form 991, Application for Promotion or Assignment. From any computer, type www.liteblue.usps.gov into address bar. Use Employee ID and USPS PIN to login. Under Employee Resources Click on eCareer on the right side; Click on Apply for EAS Jobs; Click on Candidate Profile. Be sure to complete this before your RIF effective date.**

**PRIVACY ACT STATEMENT:** The information provided may be used by Postal Service selecting officials for decision-making purposes when former employees apply for consideration for reinstatement after being separated due to a reduction-in-force. Collection is authorized by 39 U.S.C. 401, 410, 1001, 1005, and 1206. Providing the information is voluntary, but if not provided, we may not be able to process your application. We may disclose your information as follows: in relevant legal proceedings; to law enforcement when the U.S. Postal Service (USPS) or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities or individuals under contract with USPS (service providers); to entities authorized to perform audits; to labor organizations as required by

~~law; to federal, state, local or foreign government agencies regarding personnel matters; to the Equal Employment Opportunity Commission; the Merit Systems Protection Board or Office of Special Counsel, and to the Selective Service System. For more information regarding our privacy policies, visit [www.usps.com/privacypolicy](http://www.usps.com/privacypolicy). The collection of this information is authorized by Public Law 92-261, 39 USC 401 and 4001. This information may be used to provide Postal Service (USPS) selecting officials and appointing official with decision-making information to consider former employees separated due to a reduction-in-force for reinstatement. As a routine use, the information may be disclosed to an appropriate government agency, domestic or foreign, for law enforcement purposes; where pertinent, in a legal proceeding to which the USPS is a party or has an interest; to a government agency in order to obtain information relevant to a USPS decision concerning employment, security clearances, contracts, licenses, grants, permits or other benefits; to a government agency upon its request when relevant to its decision concerning employment, security clearances, security or suitability investigations, contracts, licenses, grants or other benefits; to a congressional office at your request; to an expert, consultant, or other person under contract with the USPS to fulfill an agency function; to the Federal Records Center for storage; to the Office of Management and Budget for review of private relief legislation; to an independent certified public accountant during an official audit of USPS finances; to an investigator, administrative judge or complaints examiner appointed by the Equal Employment Opportunity Commission for investigation of a formal EEO complaint under 29 CFR 1614; to the Merit Systems Protection Board or Office of Special Counsel for proceedings or investigations involving personnel practices and other matters within their jurisdiction; and to a labor organization as required by the National Labor Relations Act (this routine use does not apply to Postmaster Selection Program Records). Completion of this form is voluntary; however, if this information is not provided, you will not be eligible for placement on your competitive area's Reinstatement List.~~

**COMPUTER MATCHING:** Limited information may be disclosed to a Federal, state, or local government administering benefits or other programs pursuant to statute for the purpose of conducting computer matching programs under the Act. These programs include, but are not limited to, matches performed to verify an individual's initial or continuing eligibility for, indebtedness to, or compliance with requirements of a benefit program.

**WARNING: ANY PERSON WHO KNOWINGLY SUBMITS A FALSE STATEMENT TO THE POSTAL SERVICE MAY BE SUBJECT TO CRIMINAL AND/OR CIVIL PENALTIES.**

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# Application for Reinstatement List

(See Instructions on Reverse)

### Applicant Information (Please update any missing or incorrect information.)

Name (Last, First, MI)		Employee ID	Finance No. (Prior to RIF)
Home Mailing Address (Include ZIP + 4)		Name and Location of Employing Office (Prior to RIF)	
Home Phone No. (Include Area Code)	Position and Grade (Prior to RIF)		RIF Effective Date

### Position Information

To be considered on the reinstatement list you must complete the following fields: Position Title, Grade and Occupation Code. The following web address (<https://jdonline.usps.gov/jdonline/>) can be used to identify positions at the same or lower grade to the position you held prior to your separation. Incomplete applications will not be processed.

Position Title	Grade	Occupation Code	To Be Completed By Authorized Administrator		
			E = Eligible	I = Ineligible	Initial

**NOTE:** You must mail this application with your eCareer profile to HQ USPS, Human Resources, 475 L'Enfant Plaza SW Room 9431, Washington, DC 20260 with a postmark no later than your RIF effective date. You must report changes of address and telephone number to HR via address above or email Org Change (GFV8C0@usps.gov).

### Certification

I hereby certify that the foregoing information is true, complete, and accurate, to the best of my knowledge and belief.

Signature of Applicant	Date
------------------------	------

## Instructions

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Completing this application and mailing it to Human Resources with a postmark no later than the Reduction-In-Force (RIF) effective date (including the 30-day extension in a non-duty/non-pay status, if any), indicates your interest in being considered for reinstatement with the U.S. Postal Service.

You must meet all of the eligibility requirements below to be placed on the Reinstatement List (RL) in your competitive area:

1. You are a career non-bargaining unit employee who is veterans' preference eligible as defined in section 354.215 of the Employee and Labor Relations Manual (ELM) (Note: veterans preference eligible employees who retire on or after their RIF effective date continue to be eligible to participate on the RL.).
2. Your last merit performance rating/designation of record before separation was better than a *Non-Contributor (NC)* for RIF purposes or its equivalent.
3. Your completed application is mailed and postmarked no later than the RIF effective date.

You will be considered for positions you list at the **same or lower grade** as the position you held prior to your RIF separation date.

Even though you are placed on the RL for your competitive area, the area of consideration for reinstatement only covers Postal organizations in your competitive area in approximately a 50-mile radius around the location where you were domiciled. Postal organizations that are in RIF or RIF avoidance are excluded.

If you meet the eligibility requirements for placement on the RL, you will remain on the list for two years from the date the list was established or until you are disqualified, whichever is earlier. You can be disqualified from continuing on the list for any of the following reasons:

1. You request, in writing to Human Resources, removal of your name from the list.
2. You receive a career appointment with the Postal Service or a permanent position with another federal agency.
3. You decline or fail to reply to an inquiry concerning a specific position you identified on your RL application within 10 calendar days of receipt.
4. You decline an interview or fail to appear for a scheduled interview; provided you are notified reasonably in advance of the interview and you did not take any action to reschedule your interview.
5. You fail to provide Human Resources with any changes in your address or telephone number that prevents reasonable contact with you concerning potential employment opportunities.

**You must attach to your eCareer Profile. From any computer, type [www.lifeblue.usps.gov](http://www.lifeblue.usps.gov) into address bar. Use Employee ID and USPS PIN to login. Under Employee Resources Click on eCareer on the right side; Click on Apply for EAS Jobs; Click on Candidate Profile. Be sure to complete this before your RIF effective date.**

**PRIVACY ACT STATEMENT:** The information provided may be used by Postal Service selecting officials for decision-making purposes when former employees apply for consideration for reinstatement after being separated due to a reduction-in-force. Collection is authorized by 39 U.S.C. 401, 410, 1001, 1005, and 1206. Providing the information is voluntary, but if not provided, we may not be able to process your application. We may disclose your information as follows: in relevant legal proceedings; to law enforcement when the U.S. Postal Service (USPS) or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities or individuals under contract with USPS (service providers); to entities authorized to perform audits; to labor organizations as required by law; to federal, state, local or foreign government agencies regarding personnel matters; to the Equal Employment Opportunity Commission; the Merit Systems Protection Board or Office of Special Counsel, and to the Selective Service System. For more information regarding our privacy policies, visit [www.usps.com/privacypolicy](http://www.usps.com/privacypolicy).

**COMPUTER MATCHING:** Limited information may be disclosed to a Federal, state, or local government administering benefits or other programs pursuant to statute for the purpose of conducting computer matching programs under the Act. These programs include, but are not limited to, matches performed to verify an individual's initial or continuing eligibility for, indebtedness to, or compliance with requirements of a benefit program.

**WARNING: ANY PERSON WHO KNOWINGLY SUBMITS A FALSE STATEMENT TO THE POSTAL SERVICE MAY BE SUBJECT TO CRIMINAL AND/OR CIVIL PENALTIES.**

---

RECEIVED

APR 17 2017

Per \_\_\_\_\_

LABOR RELATIONS



April 14, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service has changed the method by which barcoded PS Form 3811, *Domestic Return Receipt* is received by delivery units from mail processing plants.

Currently, barcoded return receipts are included in Delivery Point Sequencing (DPS) trays received from our plants. As a result of upgraded systems, barcoded return receipts (bearing service type code (STC) 909) is now included with Certified Mail "working" trays.

We anticipate this change will make it easier for delivery employees to ensure proper handling of PS Forms 3811 and improve scanning performance at the point of delivery.

We have enclosed a copy of the following:

- *PS Form 3811, Domestic Return Receipt* Mail Processing Hold-Out Employee Service Talk
- Standard Operating Procedures (Delivery) *PS Form 3811, Domestic Return Receipt*
- Standard Work Instructions Retail Systems Software (RSS) Acceptance *PS Form 3811, Domestic Return Receipt* Service Talk for distribution, retail and bulk mail unit clerks
- Standard Work Instructions Manual Retail Office Acceptance *PS Form 3811 Domestic Return Receipt* for clerks in manual retail offices

Please contact Bruce Nicholson at 7773 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures



## PS Form 3811, Domestic Return Receipt Mail Processing Hold-Out Employee Service Talk

### How do barcoded Return Receipts work?

In 2015, the Postal Service introduced the barcoded Return Receipt form to allow tracking visibility for customers using this service. The barcode on the PS Form 3811, Domestic Return Receipt, is linked to the host extra service for the mailpiece when purchased at a USPS Retail location, or by mailers who affix postage or purchase the service online.

When the host mailpiece bearing the Return Receipt is being delivered to the recipient, the carrier **does not** scan the Return Receipt at that time. Following normal procedures, the Return Receipt is completed and detached from the host mailpiece and is placed into the mailstream when it is brought back to the office. **Note:** There are no changes to the process for handling the host mailpiece based on the Extra Service purchased. Once the completed Return Receipt is being returned to the **sender's address** for delivery, the USPS Tracking barcode located near the "Sender's" address block is scanned as "Delivered" prior to placing PS Form 3811 in the sender's mail receptacle or P.O. Box.

PS Form 3811, Domestic Return Receipt, July 2015

PS Form 3811, Domestic Return Receipt, April 2015

### What's new?

January 2017 through March 2017, deployment of new Wide Field of View computer systems for mail-processing equipment and related updated software to our plants is occurring. As part of this initiative, an enhancement is included in the software updates that will now direct the barcoded Return Receipts (bearing service type code (STC) 909) into the Certified Mail "Working" trays destined for the delivery units. Currently, the barcoded Return Receipts are received in the delivery units mixed within the delivery point sequence (DPS) mail trays. This makes it more difficult for employees to segregate them before delivery in order to provide the required "Delivered" scan when the receipt is being delivered back to the sender.

It is expected that this change will provide a new focus in the field on the proper handling of barcoded Return Receipts to improve our scanning performance on these Return Receipts being delivered back to the sender, which our customers rely on. Internal Standard Work Instructions and Service Talks related to domestic Return Receipts are posted as follows:

<http://blue.usps.gov/delret/L3CityDelvry.htm>

<http://blue.usps.gov/marketing/newproducts-innovation/extra-services.htm>

<http://blue.usps.gov/customerservicesoperationsandretail/policyandprocedures/home.shtml?>



## Standard Operating Procedures Delivery PS Form 3811, Domestic Return Receipt

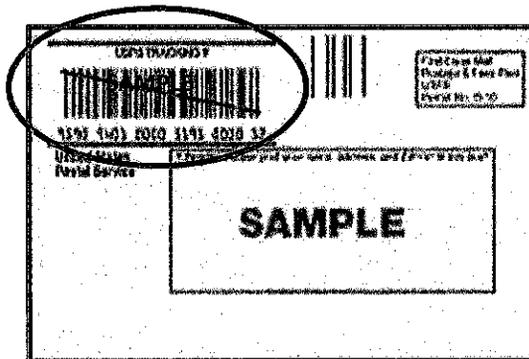
### How do barcoded Return Receipts work?

In 2015, the Postal Service introduced the barcoded Return Receipt form to allow tracking visibility for customers using this service. The barcode on the Return Receipt form is linked to the host extra service for the mailpiece when purchased at a USPS Retail location, or by mailers who affix postage or purchase the service online. Delivery employees must scan the USPS Tracking barcode on the front of the completed Return Receipt form when it is being **delivered back to the sender**.

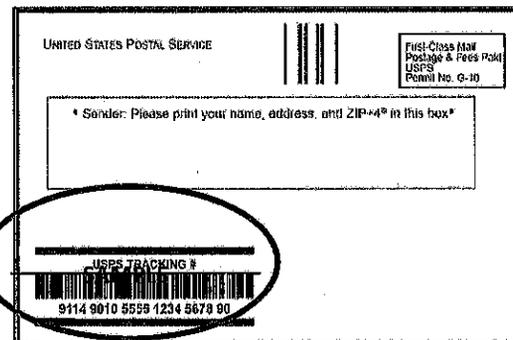
### Below is the process for scanning PS Form 3811, Domestic Return Receipt, at delivery.

1. When the host mailpiece bearing the Return Receipt is being delivered to the recipient, the carrier does not scan the Return Receipt at that time. Following normal procedures, the Return Receipt is completed and detached from the host mailpiece and is placed into the mailstream when it is brought back to the office.
2. Once the completed Return Receipt is being **returned to the sender's address** for delivery, scan the USPS Tracking barcode located near the "Sender's" address block as "Delivered" prior to placing PS Form 3811 in the sender's mail receptacle or P.O. Box.

**NOTE: Scan the barcode above (or below if the April 2015 version) the sender's address block as "Delivered" prior to placing the Return Receipt in the mail receptacle.**



PS Form 3811, Domestic Return Receipt, July 2015



PS Form 3811, Domestic Return Receipt, April 2015

### What's new?

January 2017 through March 2017, deployment of new Wide Field of View computer systems for mail-processing equipment and related updated software to our plants is occurring. As part of this initiative, an enhancement is included in the software updates that will change how offices receive the barcoded Return Receipts from the plants for delivery back to the sender. Instead of being in Delivery Point Sequence (DPS) trays, barcoded Return Receipts (bearing service type code (STC) 909) will be sent to the delivery units within Certified Mail "Working" trays. It is expected that by adding the ability for clerks to case Return Receipts by carrier route, it will be easier for delivery employees to ensure proper handling of barcoded Return Receipts to improve the scanning performance that our customers rely on.

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## Standard Work Instructions Retail Systems Software (RSS) Acceptance PS Form 3811, Domestic Return Receipt

### How do barcoded Return Receipts work?

In 2015, the Postal Service introduced the barcoded Return Receipt form to allow tracking visibility for customers using this service. The barcode on the PS Form 3811, Domestic Return Receipt, is linked to the host extra service for the mailpiece when purchased at a USPS Retail location, or by mailers who affix postage or purchase the service online.

Sales and Services Associates (SSAs) must scan the barcode as 'Accept' during the Retail Systems Software (RSS) acceptance process. The barcoded PS Form 3811, Domestic Return Receipt, or any USPS approved facsimile, will be linked to the barcode for the extra service on the mailpiece at the time of acceptance, when both are scanned. The scanning steps also apply to pre-paid mailpieces.

SSAs must ensure the barcoded Return Receipt is applied to the mailpiece and that the appropriate sections on both sides of the form have been completed by the sender and will follow the RSS prompts and acceptance procedures for domestic mail.

PS Form 3811, Domestic Return Receipt, July 2015

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY	USPS TRACKING																		
<ul style="list-style-type: none"><li>Complete items 1, 2, and 3.</li><li>Print your name and address on the reverse so that we can return the card to you.</li><li>Affix this card to the back of the mailpiece, or on the front if space permits.</li></ul> <p>1. Article Addressed to:</p> <p>2. Article Number (Transfer from service label)</p> <p>9590 9401 0000 8191 0000 12</p>	<p>A. Signature</p> <p>X <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No</p> <p>3. Service Type</p> <table><tr><td><input type="checkbox"/> Adult Signature</td><td><input type="checkbox"/> Priority Mail Express</td></tr><tr><td><input type="checkbox"/> Adult Signature Restricted Delivery</td><td><input type="checkbox"/> Registered Mail™</td></tr><tr><td><input type="checkbox"/> Certified Mail</td><td><input type="checkbox"/> Registered Mail Restricted Delivery</td></tr><tr><td><input type="checkbox"/> Certified Mail Restricted Delivery</td><td><input type="checkbox"/> Return Receipt for Merchandise</td></tr><tr><td><input type="checkbox"/> Collect on Delivery</td><td><input type="checkbox"/> Signature Confirmation®</td></tr><tr><td><input type="checkbox"/> Collect on Delivery Restricted Delivery</td><td><input type="checkbox"/> Signature Confirmation Restricted Delivery</td></tr><tr><td><input type="checkbox"/> Insured Mail</td><td></td></tr><tr><td><input type="checkbox"/> Insured Mail Restricted Delivery</td><td></td></tr><tr><td><input type="checkbox"/> Registered Mail</td><td></td></tr></table>	<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express	<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™	<input type="checkbox"/> Certified Mail	<input type="checkbox"/> Registered Mail Restricted Delivery	<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise	<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation®	<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery	<input type="checkbox"/> Insured Mail		<input type="checkbox"/> Insured Mail Restricted Delivery		<input type="checkbox"/> Registered Mail		<p>9590 9401 0000 8191 0000 12</p> <p>United States Postal Service</p> <p>Form 3811, Domestic Return Receipt, July 2015</p> <p><b>SAMPLE</b></p>
<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express																			
<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™																			
<input type="checkbox"/> Certified Mail	<input type="checkbox"/> Registered Mail Restricted Delivery																			
<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise																			
<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation®																			
<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery																			
<input type="checkbox"/> Insured Mail																				
<input type="checkbox"/> Insured Mail Restricted Delivery																				
<input type="checkbox"/> Registered Mail																				

### What's new?

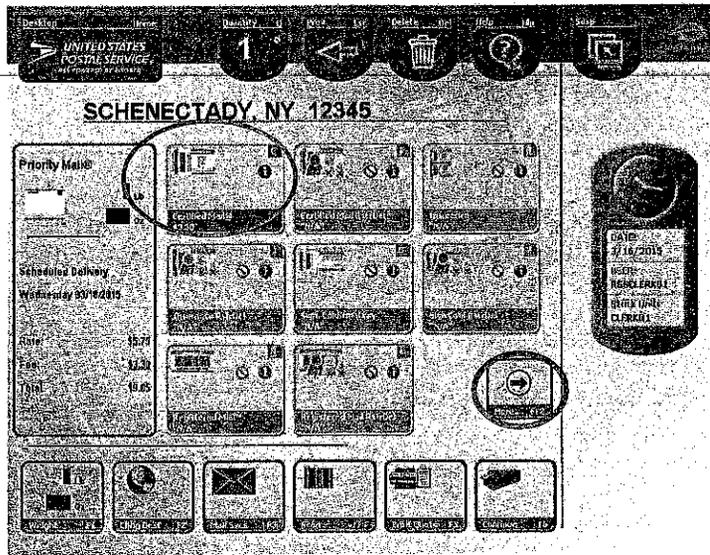
January 2017 through March 2017, deployment of new Wide Field of View computer systems for mail-processing equipment and related updated software to our plants is occurring. As part of this initiative, an enhancement is included in the software updates that will change how offices receive the barcoded Return Receipts from the plants for delivery back to the sender. Instead of being in Delivery Point Sequence (DPS) trays, barcoded Return Receipts (bearing service type code (STC) 909) will be sent to delivery units within Certified Mail "Working" trays. It is expected that by adding the ability for clerks to case the Return Receipts by carrier route, it will be easier for delivery employees to ensure the proper handling of barcoded Return Receipts to improve the scanning performance that our customers rely on.

FEBRUARY 2017  
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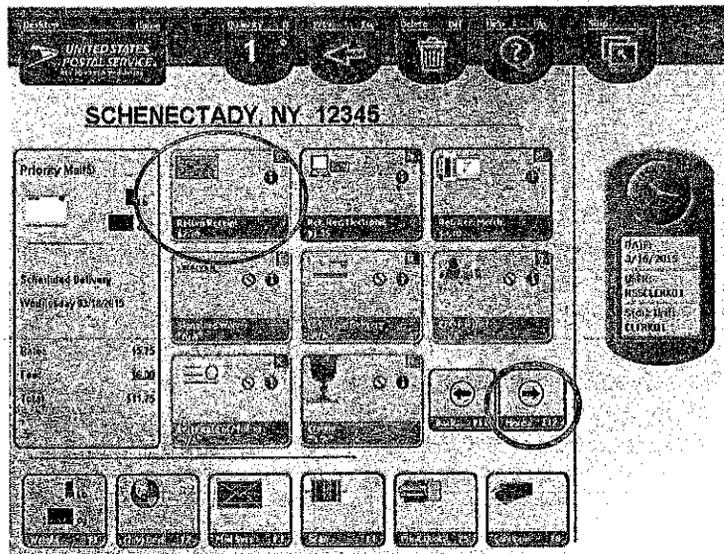


## Standard Work Instructions Retail Systems Software (RSS) Acceptance PS Form 3811, Domestic Return Receipt

1. Confirm that the Domestic Return Receipt is completed by the mailer where appropriate (front and back). If a non-barcoded form is attached, the customer must replace it with a barcoded Return Receipt.
2. Select the applicable extra service option (i.e. Certified Mail, etc.) for the mailpiece type presented, and then select the "More" button.



3. Select the (PS Form 3811) "Return Receipt" option, then follow the system prompts and select the "More" button.



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**Standard Work Instructions  
Manual Retail Office Acceptance  
PS Form 3811, Domestic Return Receipt**

**How do barcoded Return Receipts work?**

In 2015, the Postal Service introduced the barcoded Return Receipt to allow tracking visibility for customers using this service. The barcode on the PS Form 3811, Domestic Return Receipt, is linked to the host extra service for the mailpiece when purchased at a USPS Retail location, or by mailers who affix postage or purchase the service online.

Manual offices must scan both the extra service and Return Receipt barcode as 'Accept' during the acceptance process using the Intelligent Mail Device (IMD) scanner. The scanning steps also apply to pre-paid mailpieces.

Manual offices must ensure the barcoded Return Receipt is applied to the mailpiece and that the appropriate sections on both sides of the form have been completed by the sender before mailing.

PS Form 3811, Domestic Return Receipt, July 2015

<p><b>SENDER: COMPLETE THIS SECTION</b></p> <p>■ Complete items 1, 2, and 3. ■ Print your name and address on the reverse so that we can return the card to you. ■ Attach this card to the back of the mailpiece, or on the front if space permits.</p> <p>1. Article Addressed to:</p>  <p>2. Article Number (Transfer from service label)</p> <p>9590 9403 0000 5391 0000 32</p> <p>PS Form 3811, July 2015 PSN 7530-02-000-9033</p>	<p><b>COMPLETE THIS SECTION ON DELIVERY</b></p> <p>A. Signature X _____ <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) _____ C. Date of Delivery _____</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, enter delivery address below:</p> <p>E. Service Type</p> <table border="0"> <tr> <td><input type="checkbox"/> Adult Signature Restricted Delivery</td> <td><input type="checkbox"/> Priority Mail Express</td> </tr> <tr> <td><input type="checkbox"/> Certified Mail</td> <td><input type="checkbox"/> Registered Mail Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Certified Mail Restricted Delivery</td> <td><input type="checkbox"/> Return Receipt for Merchandise</td> </tr> <tr> <td><input type="checkbox"/> Collect on Delivery</td> <td><input type="checkbox"/> Signature Confirmation™</td> </tr> <tr> <td><input type="checkbox"/> Collect on Delivery Restricted Delivery</td> <td><input type="checkbox"/> Signature Confirmation Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Insured Mail</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)</td> <td></td> </tr> </table> <p>Dimitrie Return Receipt</p>	<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Priority Mail Express	<input type="checkbox"/> Certified Mail	<input type="checkbox"/> Registered Mail Restricted Delivery	<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise	<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™	<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery	<input type="checkbox"/> Insured Mail		<input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)		<p align="center">USPS TRACKING®</p> <p align="center">9590 9403 0000 5391 0000 32</p> <p align="center">United States Postal Service</p> <p align="center"><b>SAMPLE</b></p> <p align="right">Post-Office Mail Postage &amp; Fees Paid USPS Permit No. 9876</p>
<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Priority Mail Express															
<input type="checkbox"/> Certified Mail	<input type="checkbox"/> Registered Mail Restricted Delivery															
<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise															
<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™															
<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery															
<input type="checkbox"/> Insured Mail																
<input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)																

**What's new?**

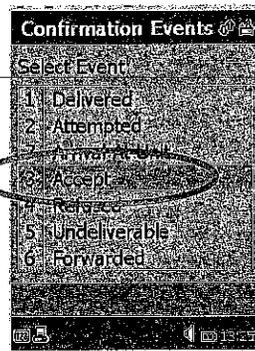
January 2017 through March 2017, deployment of new Wide Field of View computer systems for mail-processing equipment and related updated software to our plants is occurring. As part of this initiative, an enhancement is included in the software updates that will change how offices receive the barcoded Return Receipts from the plants for delivery back to the sender. Instead of being in Delivery Point Sequence (DPS) trays, barcoded Return Receipts (bearing service type code (STC) 909) will be sent to delivery units within Certified Mail "Working" trays. It is expected that by adding the ability for clerks to case the Return Receipts by carrier route, it will be easier for delivery employees to ensure the proper handling of barcoded Return Receipts to improve the scanning performance that our customers rely on.



## Standard Work Instructions Manual Retail Office Acceptance PS Form 3811, Domestic Return Receipt

### Acceptance Steps:

1. Confirm that the Domestic Return Receipt is completed by the mailer where appropriate (front and back). **If a non-barcoded form is attached, the customer must replace it with a barcoded Return Receipt.**
2. Weigh/rate the mailpiece and apply the correct postage (e.g. stamps or meter strip).
3. Scan the Extra Service (i.e. Certified Mail, Registered Mail, etc.) barcode as **"Accept"** using the IMD scanner.



4. Scan PS Form 3811, Domestic Return Receipt, barcode, **"Accept"**.

**NOTE: Scan the Return Receipt barcode in section "1. Article Addressed To:" during the acceptance process.**

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<p>■ Complete items 1, 2, and 3.</p> <p>■ Print your name and address on the reverse so that we can return the card to you.</p> <p>■ Attach this card to the back of the mailpiece or on the form if space permits.</p> <p>1. Article Addressed to:</p>	<p>A. Signature <input checked="" type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) <input type="checkbox"/> Date of Delivery</p> <p>D. Is delivery address changed from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, enter delivery address below:</p>
<p>9590 9403 0000 5791 0000 12</p>	<p>E. Service Type <input type="checkbox"/> Priority Mail Express <input type="checkbox"/> Registered Mail™ <input type="checkbox"/> Adult Signature Restricted Delivery <input type="checkbox"/> Registered Mail Restricted Delivery <input type="checkbox"/> Certified Mail™ <input type="checkbox"/> Signature Confirmation™ <input type="checkbox"/> Certified Mail Restricted Delivery <input type="checkbox"/> Signature Confirmation Restricted Delivery <input type="checkbox"/> Registered Mail™ <input type="checkbox"/> Signature Confirmation Restricted Delivery over 500g</p>

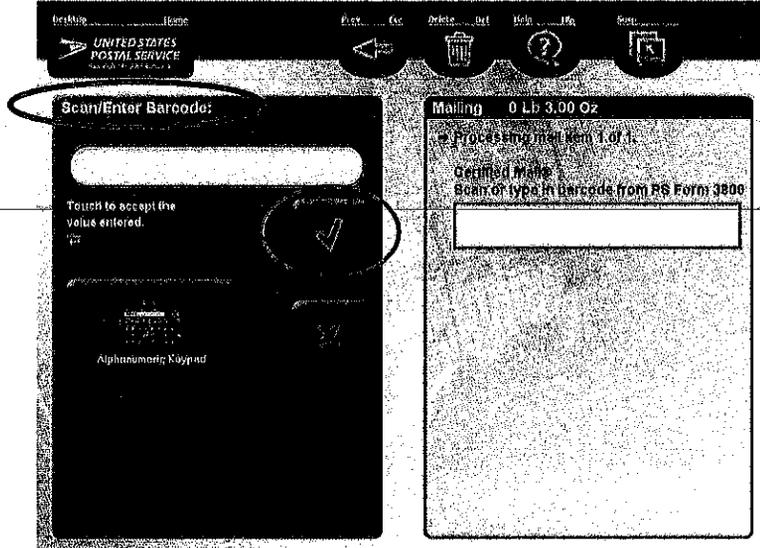
5. Take payment and complete transaction.

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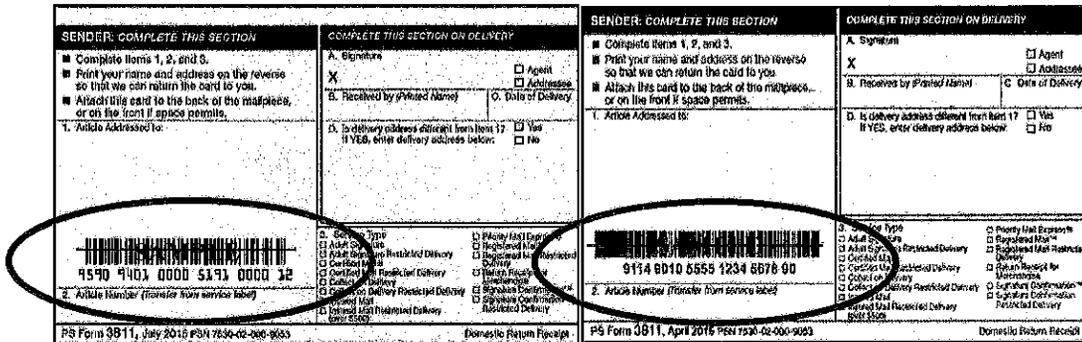
**Standard Work Instructions  
Retail Systems Software (RSS) Acceptance  
PS Form 3811, Domestic Return Receipt**

- Scan the extra service barcode or manually enter the label number, and then touch the green check button to "Accept".



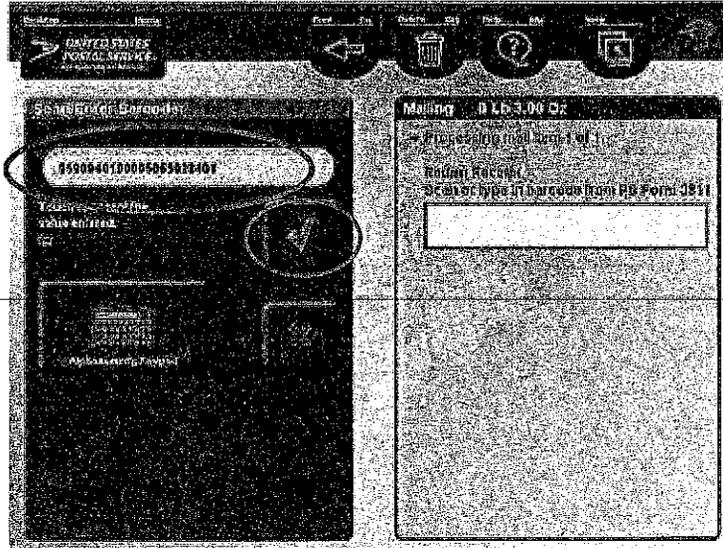
- Scan the PS Form 3811, Domestic Return Receipt barcode, or manually enter the form number, and touch the green check button to proceed.

**NOTE: Scan the barcode in section 1. "Article Addressed to:" (of either the April 2015 or July 2015 version of the receipt) as "Accept" during the acceptance process.**

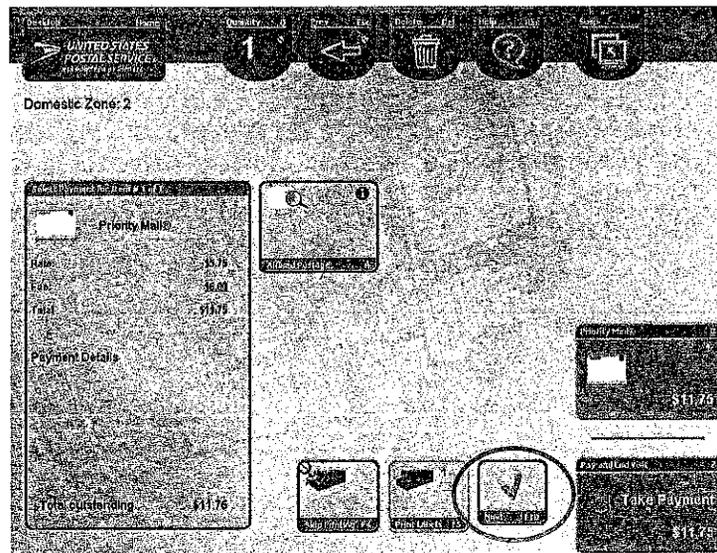


**FEBRUARY 2017  
INTERNAL USE ONLY**

**Standard Work Instructions  
Retail Systems Software (RSS) Acceptance  
PS Form 3811, Domestic Return Receipt**



5. Follow the RSS prompts to generate postage. Click the green "Next" button.



6. Take payment. Complete transaction.

RECEIVED

APR 17 2017

Per \_\_\_\_\_

LABOR RELATIONS



April 13, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street  
Alexandria, Virginia 22314-2753

**Certified Mail Tracking Number:**  
**7016 1370 0002 3014 5802**

Dear Brian:

As a matter of general interest, the Postal Service plans to conduct a proof of concept regarding a retail pick-up system (RPS). The system is intended to improve the customer experience by providing the lobby assistant the ability to notify the back office via a visual display board that a customer is requesting a pick-up and have the mail/package brought to the customer without requiring the lobby assistant to leave the retail floor.

The proof of concept will be conducted in two locations; Lakeland Main Post Office in Lakeland, Florida, and North Charleston Post Office in North Charleston, South Carolina. Prior to beginning the pilot, the Postal Service will be conducting on-site observations of the operation in each location to establish baseline data on the current procedure regarding customer pick-ups. The observations are scheduled to take place as follows:

- North Charleston Post Office – Monday, April 24 – Saturday, April 29
- Lakeland Main Post Office – Monday, May 1 – Saturday, May 6

It is anticipated the necessary hardware (i.e., iPad, visual display board, and 2-way radio and headsets) will be installed the beginning of May. Employee training on the hardware, software, and recommended process for pick-ups will take place at the same time. Approximately one month following the start of the proof of concept, another on-site observation will take place at each location to collect data for comparison to the baseline.

Enclosed is a proof of concept PowerPoint that further explains the initiative.

Please contact Shannon Richardson at extension 5842 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean", written over a horizontal line.

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure



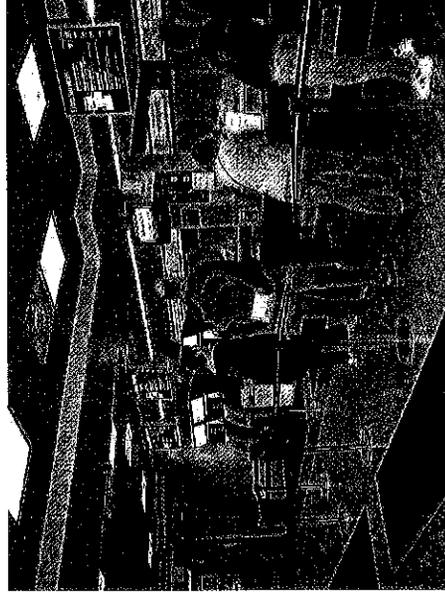
# Retail Pick-Up System

## Proof of Concept

March 14, 2017

The Employee Engagement, Technology, and Process Tiger Team completed its research on employee barriers to customer service in November 2016.

- **The Root Cause Analysis:** Positive drivers of our brand health tracker and customer experience tells us customers want personalized service, offering the best end-to-end service. The customer experience is negatively impacted when SSAs have to leave counter line to go look for a package. They lose “face” time, and customer will have to wait. SSA may come back empty handed
- Team recommendations in three categories: technology and process solutions, lobby and products solutions, and customer-centered workforce solutions including a Visual Display Board – renamed for the purpose of this Proof of Concept initiative to **Retail Pick-Up System (RPS)**.





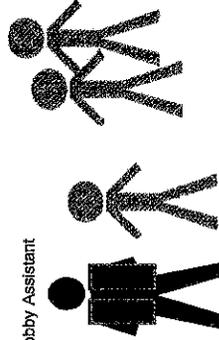
## Current Status

Currently when customers arrive for package pick up (or for any hold mail or accountable item) the SSA must leave the window to retrieve the item, and this produces an additional wait time in line.

- If a Lobby Assistant is being utilized, they need to leave the lobby and retrieve the item.
- Goal for this initiative is to deliver to our retail customer face to face service and attention without having our SSAs leave the front line.
- This will be achieved by having the package come to the counter line through the Queue Management System.
- The SSAs and Lobby Assistant could continue to service customers without a lag time as a result of not leaving the window/lobby to retrieve item.



Lobby Assistant



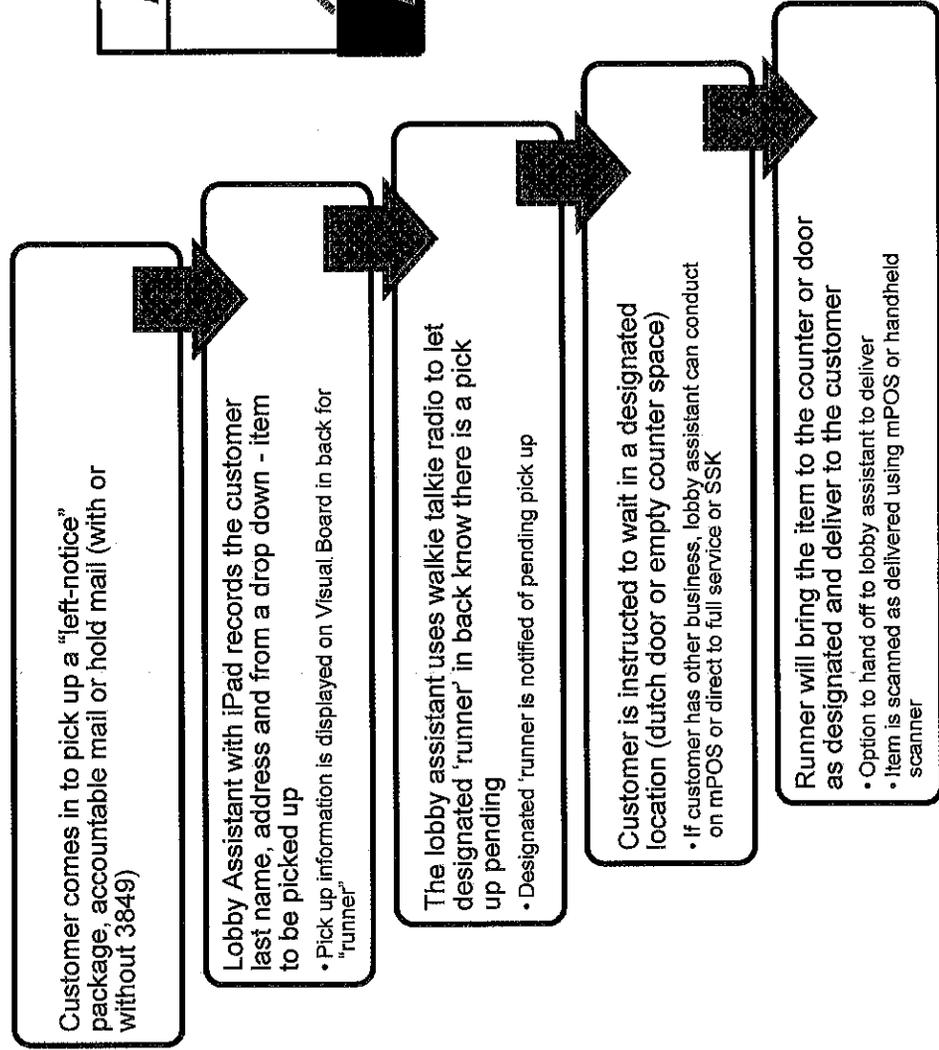
Window clerk



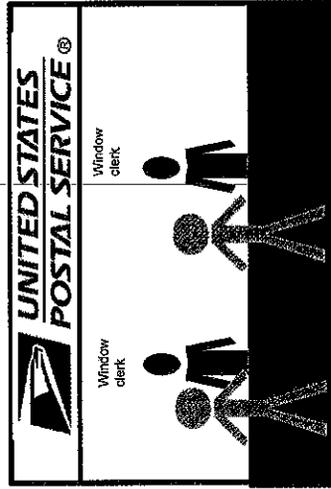


# QMS Pick-Up Process

The proposed Retail Pick-Up System would require a dedicated lobby assistant to enter customer pick up information into an iPad. A dedicated Runner in the back would be notified to read the Back Office Visual Display Board for pick up information.



Lobby/Full Service



Lobby Assistant w/iPad

Back Office

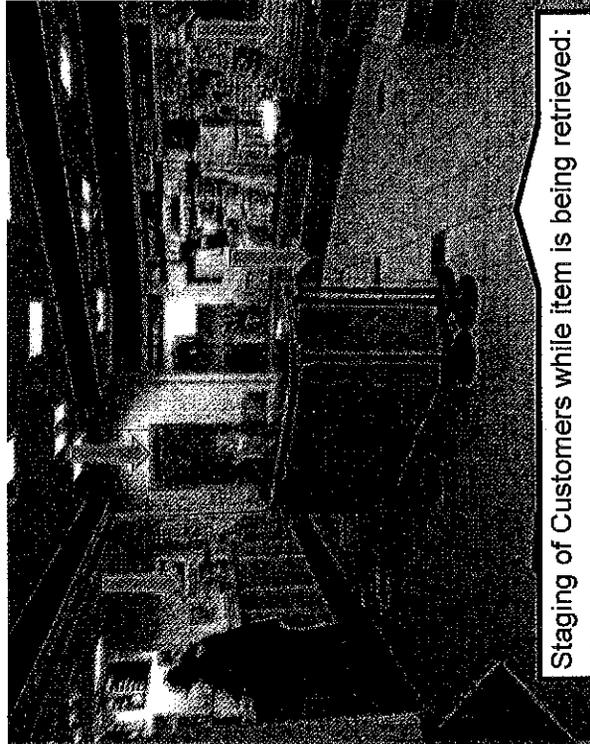


Designated Runner (PSE, Parcel Distribution Clerk, etc)



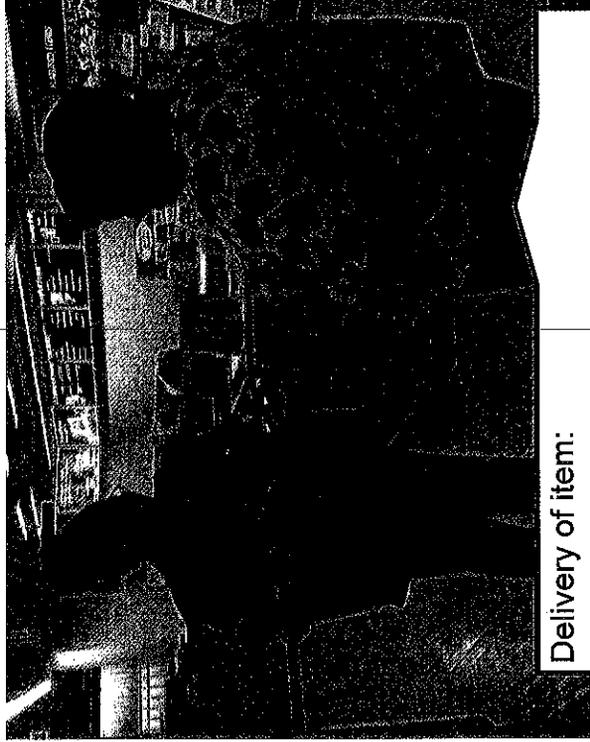
## Delivery Of Item

Options for the logistics of delivery of the item will be dependent of local situation and will be determined based on local input:



Staging of Customers while item is being retrieved:

- Open counter
- Dutch Door
- Enter line for Full Service SSA
- Other lobby area (or direct to SSK if other business)



Delivery of item:

- Runner using a hand held IMD scanner
- Lobby Assistant using an mPOS
- Full Service SSA using RSS POS



## On Site Training and Operations

Training will be conducted onsite by the Team week of deployment, and will include:



- Scheduling lobby assistants and designated runners
- How to operate software on iPad
- Entering customer data
- Clearing delivered items on iPad/Digital Back Office screen
- Notification of pick-up to runner (i.e. Walkie Talkie radios)
- Charging and storage of iPad/software updates
- Designation of customer staging for pick up delivery
- Scanning on delivery of retrieved items
- Storage of left notices and hold mail for ease of retrieval
- Proper recording of Operation codes for designated runner

In order to determine impacts to the Operations, an onsite visit by the team will observe and capture data to baseline performance including:

- Current number of pickups (by type: Hold Mail, Parcels, Accountables)
- Current staging process and location for Pick ups
- Time away from window to retrieve pick ups
- Overall Window Efficiency and Lag Times

After deployment of system, the team will return to measure the results compared to baseline

▪ **Success Measures:**

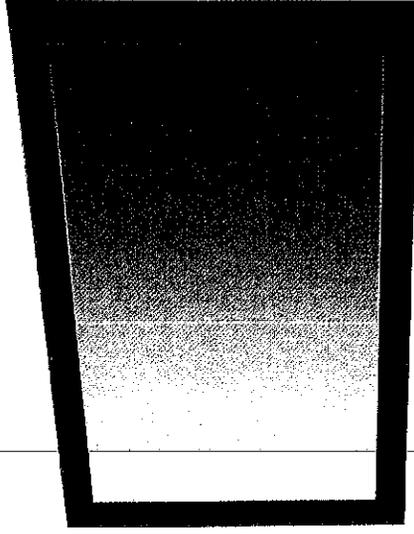
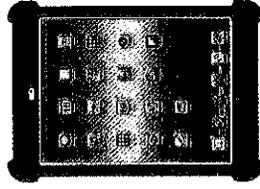
- % decrease in wait time in line
- % increase in customer satisfaction
- % improvement in Overall Window Efficiency
- No increase in overall Function 4 workhours

Two sites were chosen for Proof of Concept based on proximity to team members, currently have mPOS, have back office employees, and large quantity of Failed First Attempts (FFAs)

- Lakeland, FL
- North Charleston, SC

Equipment provided to include:

- iPad
- Digital Display for Back Office
- Walkie Talkies and headset



Proof of Concept initiative is scheduled to start in March with site observations and data gathering with deployment of equipment in April 2017

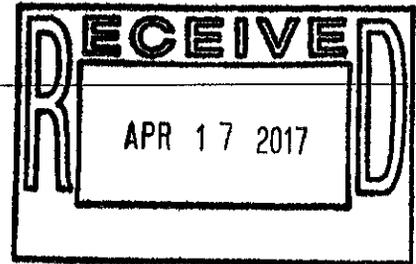
Site Prep/Pre-  
deployment  
Observation  
April/May  
2017

Post-Deployment  
Observation  
May/June 2017

Go/No Go for  
Expansion  
August 2017

April/May 2017  
Installation of  
Digital Monitor  
and Training of  
employees

June/July 2017  
Report out  
Findings



April 12, 2017

Brian J. Wagner  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22305-2600

Dear Brian:

As a matter of information, the Postal Service plans to implement a Reduction-in-Force (RIF) of non-bargaining employees impacted by the closing of the Long Beach, CA, Vehicle Maintenance Facility (VMF).

There are three (3) impacted EAS employees who are currently in non-authorized jobs. These employees will receive Specific RIF notices of reassignment or separation, along with hard copy information to their address of record to assist them with exercising their options during the RIF period. The impacted positions are:

- (1) EAS-20 Mgr. Vehicle Maintenance Facility
- (2) EAS-17 Supv. Vehicle Maintenance

Impacted employees may request for non-competitive lateral or downgrade assignments and apply for promotions throughout the RIF timeline. Enclosed is a copy of the RIF timeline.

Please contact Phong Quang at extension 2857 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Bruce A. Nicholson".

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

Enclosure

2017 FLEET MANAGEMENT PACIFIC REGION  
ORGANIZATIONAL CHANGE MANAGEMENT TIMELINE

EVENTS	DATES	
Fleet Operations Pacific Region notifies impacted employees.	4/12/2017	
HQ holds Announcement Telecon with VMF Pacific Region to include impacted employees.	4/13/2017	
<b>Issue Specific RIF Notice</b>	<b>4/14/2017</b>	
<b>Specific RIF Notice Period</b>	<b>4/14/2017</b>	- <b>6/23/2017</b>
Impacted employees can request non-competitive lateral or downgrade assignments and apply for promotions throughout RIF timeline in eCareer.	4/14/2017	- 6/23/2017
Fleet Management or Los Angeles District submits assignment worksheets or RIF separation to HRSSC before RIF effective date.	4/14/2017	- 6/23/2017
<b>RIF effective date (effective date of RIF separations)</b>	<b>6/23/2017</b>	
Effective date of RIF demotions and reassignments	6/24/2017	

RECEIVED

APR 17 2017

Per \_\_\_\_\_

LABOR RELATIONS



April 13, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street  
Alexandria, Virginia 22314-2753

**Certified Mail Tracking Number:  
7016 1370 0002 3014 5826**

Dear Brian:

As a matter of general interest, the Postal Service is planning to implement a passport center strategy. The strategy plans to leverage existing retail facilities where there are opportunities for revenue growth with passport acceptance.

The intent of this initiative is to evaluate the potential for creating a national passport center model within existing retail facilities and provide recommendations regarding implementation.

Beginning in June, the Postal Service plans to implement this strategy in four Areas. Each Area will have a lead passport office with three associated satellite offices. The lead office will primarily offer walk-in passport services, with possible appointments during the last hour the retail window is open. The satellite offices will provide passport services by appointment only during the current retail hours.

Enclosed is a list of lead offices with associated satellite offices.

If you have any questions about this matter, please contact Shannon Richardson at extension 5842.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean", written over a horizontal line.

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure

Area	District	Office Name	Lead/Satellite	Address	City	State
Great Lakes	Lakeland	Lake Zurich	Center	25 TELSER RD	LAKE ZURICH	IL
Great Lakes	Lakeland	Mount Prospect	Satellite	300 W CENTRAL RD	MOUNT PROSPECT	IL
Great Lakes	Lakeland	Buffalo Grove	Satellite	255 N BUFFALO GROVE RD	BUFFALO GROVE	IL
Great Lakes	Lakeland	Deerfield	Satellite	707 OSTERMAN AVE	DEERFIELD	IL
Northeast	Long Island	Hicksville	Center	185 W JOHN ST	HICKSVILLE	NY
Northeast	Long Island	Syosset	Satellite	40 QUEENS ST	SYOSSET	NY
Northeast	Long Island	Bohemia	Satellite	200 ORVILLE DR	BOHEMIA	NY
Northeast	Long Island	Rockville Centre	Satellite	250 MERRICK RD	ROCKVILLE CENTRE	NY
Eastern	South Jersey	Toms River	Center	130 W WATER ST	TOMS RIVER	NJ
Eastern	South Jersey	Lakehurst	Satellite	1 BROWN AVE	LAKEHURST	NJ
Eastern	South Jersey	Rumson	Satellite	6 HUNT ST	RUMSON	NJ
Eastern	South Jersey	Belmar	Satellite	1300 MAIN ST	BELMAR	NJ
Capital Metro	Baltimore	Loch Raven	Center	808 GLEN EAGLES CT STE 1	TOWSON	MD
Capital Metro	Baltimore	Hampden Roland Park	Satellite	919 W 34TH ST	BALTIMORE	MD
Capital Metro	Baltimore	Mount Washington	Satellite	5730 COTTONWORTH AVE	BALTIMORE	MD
Capital Metro	Baltimore	Raspeburg	Satellite	6502 BELAIR RD	BALTIMORE	MD

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APR 20 2017

LABOR RELATIONS

Per \_\_\_\_\_



April 18, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street  
Alexandria, Virginia 22314-2753

**Certified Mail Tracking Number:**  
7016 1370 3014 5154

Dear Brian:

As a matter of general interest, the Postal Service intends to test a lower cost version of the Intelligent Parcel Induction Unit (IPIU) at four retail locations beginning in June. This version will use the existing Self-Service Kiosk (SSK) in-wall parcel drop, but will have a scanner, label printer, and receipt printer located next to the drop.

The selected test sites are:

Reston Post Office  
11110 Sunset Hills Rd  
Reston, VA 20190

Oshkosh Post Office  
1025 W. 20<sup>th</sup> Ave  
Oshkosh, WI 54902

Chimney Corner Post Office  
3575 Far West Blvd  
Austin, TX 78731

Miamisburg Post Office  
240 S. Heincke Rd  
Miamisburg, OH 45342

If you have any questions, please contact Shannon Richardson at extension 5842.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean", written over a horizontal line.

Rickey R. Dean  
Manager  
Contract Administration (APWU)

RECEIVED

APR 19 2017

LABOR RELATIONS

Per \_\_\_\_\_



April 17, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

The Postal Service proposes to revise Employee and Labor Relations Manual (ELM), Section 422.3, *Mail Handlers Schedule*.

Under the proposed revisions, the promotion pay rules for mail handlers in Rate Schedule Code (RSC) M7 will state that Grade 4 mail handlers who receive a one-grade promotion within RSC M7 will receive a promotional increase that brings their salary to the same step in Grade 5.

Additionally, in order to correct salary overpayments while minimizing the impact on employees, mail handler employees who were assigned to a Grade 4 position in RSC M7 and subsequently placed in a Grade 5 position prior to the implementation date of the proposed rule, and remain in Grade 5, will be held in place in the salary schedule as follows:

- Employees who were promoted to either step AA or A will have a one-time additional step waiting period of 52 weeks.
- Employees who were promoted to steps B through O of the salary schedule will have a one-time additional step waiting period of 104 weeks.

We have enclosed:

- Two copies of the proposed revisions to ELM Section 422.3, with and without changes identified.
- A memo from Pamela Grooman, Manager, Pay and Performance, which explains the changes.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to be "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures



March 13, 2017

ALAN S. MOORE

SUBJECT: Proposed Revisions to Employee and Labor Relations Manual (ELM), Section 422.3,  
*Mail Handlers Schedule*

Compensation proposes to revise language in ELM Section 422.3, *Mail Handlers Schedule*, specifically Section 422.323, *Promotion Rules*.

The following is an overview of the changes we are proposing for ELM, Section 422.323:

1. ELM Section 422.311 – Clarify that the Mail Handlers Schedule has two separate Rate Schedule Codes (RSC) – RSC M and RSC M7.
2. ELM Section 422.323a1 – Clarify that promotions within Schedule RSC M will continue to occur under the “two times the most prevalent step” promotion rule.
3. ELM Section 422.323a2 – Create a new promotion rule for Schedule RSC M7. This rule places an employee who receives a promotion into the same step in Grade 5 that they were in Grade 4. Employees promoted under this rule will begin a new step waiting period.
4. Move promotion anomaly reference to ELM 422.323a5
5. Modernize outdated references throughout of ELM 422.3

#### Background

Prior to 2013, there was one rate schedule for Mail Handler employees – RSC M. One-grade promotions within RSC M were dictated by the “two times the most prevalent step” rule or, more specifically:

“To the current full-time salary, add two times the most prevalent step increment of the current grade (add three times for a promotion of three or more grades). Advance this amount to the next higher salary step in the new grade if the calculated amount to the next higher step in the new grade if the calculated amount falls between two steps.”

The issuance of the 2013 Fishgold Arbitration award created a second RSC for Mail Handlers, RSC M7, which applies only to Mail Handlers with a career appointment date after February 15, 2013, and has uniform step waiting periods and uniform step increases.

The structure of the newly created RSC M7 in large part mimicked the structure of RSC P3, which was created for APWU-represented employees as part of the 1998 collective bargaining process.

In 1998, as the APWU and the Postal Service were developing RSC P3, the parties recognized the need to amend the promotion rule for the new rate schedule. The parties replaced the "two times the most prevalent step" rule with one that, for one-grade level promotions, slotted the employee into the higher grade at the same step. The promotion pay rules for APWU-represented employees in the original RSC P2 remained the same.

However, unlike what was done after the establishment of the new APWU rate schedule in 1998, the promotion rule for the RSC M7 was not revised; and has led to pay inequities for Mail Handlers receiving promotions in the new M7 pay schedule. It is these inequities which are the subject of this proposed revision.

#### Inequities in Current RSC M7

The existence of uniform step increases in RSC M7 makes the application of the above-referenced "two times the most prevalent step" rule inequitable. RSC M has a "most prevalent step" in Grade 4 of \$329; while in RSC M7, the most prevalent step for Grade 4 is \$1,434. Because of this, application of the "two times the most prevalent step" promotion pay rule in RSC M7 results in much larger and unwarranted promotional pay increases.

Furthermore, the above-referenced "windfall" also creates an inequity that does not exist in RSC M. The following example illustrates this:

- Two Mail Handlers are converted to career status on the same day and placed into RSC M7. Mail Handler "X" is hired into a Grade 4 position, and Mail Handler "Y" is hired into a Grade 5 position. Both Mail Handlers are placed in Step BB of the salary schedule.
- Shortly thereafter, while both are still in Step BB of the salary schedule, Mail Handler X bids into a Grade 5 position.
- By doing so, Mail Handler X earns a promotional increase of \$2,903 and gets slotted into Step AA of the salary schedule.

In the example above, Mail Handler X, who has the same seniority as Mail Handler Y, earns a significantly larger salary by \$1,410 and is one step ahead on the salary schedule than Mail Handler Y.

The issue is exacerbated if you apply the example above to later steps of the salary schedule. For example, a Mail handler who is in Step B of RSC M7 would be slotted two steps ahead, into Step D, of the RSC M7 through the application of the "two times the most prevalent step" rule.

These are inequities made possible by the operation of the current promotion pay rules for schedule M7.

Based on the information we currently have available, we believe that since 2013 approximately 700 Mail Handlers were converted to Grade 4 and subsequently bid to Grade 5, and therefore have received the unintended, inequitable benefit described above.

#### Recommended Mail Handler Promotion Rules

Using the example outlined above, under the new promotion pay rules, Mail Handler X would receive a salary increase of approximately \$1,493 upon his promotion. This increase still incentivizes him to seek a promotion, but does not result in the employee "jumping" steps within the salary schedule. It also keeps his salary relatively close to that of Mail Handler Y, who shares the same seniority date along with the same grade level.

The proposed revisions attached to this letter align the promotion pay rules applicable to Mail Handler promotions to those currently applicable to one-grade promotions of APWU-represented employees, and to proposed revisions to the promotion pay rules for City Carriers in RSC Q7<sup>1</sup>.

We have attached a copy of the proposed revisions. Please let me know if you wish to discuss.

Sincerely,

A handwritten signature in cursive script that reads "Pam S. Grooman". The signature is written in black ink and is positioned to the left of the typed name.

Pam S. Grooman  
Manager, Pay and Performance Programs

---

<sup>1</sup> These revisions are currently in the Article 19 process.

# 4 Pay Administration

## 422.3 Mail Handlers Schedule

The provisions of 422.1 and 422.2 cited below are made applicable to this salary schedule by reference.

## 422.31 Salary System

### 422.311 Salary Schedule

The Mail Handler (MH) Schedule consists of two rate schedules. Schedule 1 (RSC M) has Grades 4 through 6, and is applicable to mail handlers with a career appointment date (CAD) before February 15, 2013. Schedule 2 (RSC M7) has Grades 4 and 5, and is applicable to mail handlers with a CAD on or after February 15, 2013.

### 422.312 Basis of Rates

See 422.112.

### 422.313 Cost-of-Living Adjustments

See 422.113.

### 422.314 Setting Wages

See 422.114.

### 422.315 Employee Classifications

See 422.115.

## 422.32 Change Action Pay Rules

### 422.321 Career Appointment

See 422.121.

### 422.322 Additional Appointment

See 422.122.

### 422.323 Promotion Rules

**Note:** See 421.43a and 421.44j for definition of *promotion*, and consult Exhibit 418.1, Equivalent Grades, to determine whether or not a personnel action represents a promotion.

Rules are as follows:

a. *Basic Rules.* The basic rules are as follows:

(1) *Promotion Within Schedule 1.* For this promotion:

The employee receives a promotional increase equal to two times the most prevalent step in the former grade for a promotion of one or two grades (three times for a promotion of three or more grades). Add this increase to the employee's former basic wage and slot the employee to the closest step in the new grade. If the increased salary falls between two steps of the new grade, place the employee at the next higher step. A new step waiting period begins unless the employee is promoted to a bargaining unit grade previously held (i.e., repromotion), in which case see 422.123a4.

(2) *Promotion Within Schedule 2.* For this promotion:

The Grade 4 employee receives a promotional increase that brings the salary to the same step in Grade 5. A new step waiting period begins unless the employee is promoted to a

bargaining unit grade previously held (i.e., repromotion), in which case see 422.123a4.

- (3) *Promotion To Schedule 2 From Other Rate Schedules.* For this promotion:
- (a) From PS (RSC P) Schedule 2, see 422.123a2.
  - (b) From EAS (RSC E) and Part-Time Postmasters (RSC F), to the current full-time salary, add 5 percent. Advance this amount to the next higher salary step in the new grade of Schedule 2 if the calculated amount falls between two steps. A new step waiting period begins unless the employee is promoted to a bargaining unit grade previously held (i.e., repromotion), in which case see 422.123a4.
  - (c) From PNS (RSC G), OSD (RSC K), IT/ASC (RSC N), PS (RSC P) or MESC (RSC C), RC (RSC R) and PPO (RSC Y), to the current full-time salary, add two times the most prevalent step increment of the current grade (add three times for a promotion of three or more grades). Advance this amount to the next higher salary step in the new grade of Schedule 2 if the calculated amount falls between the two steps. A new step waiting period begins unless the employee is promoted to a bargaining unit grade previously held (i.e., repromotion), in which case see 422.123a4.
- (4) *Promotion From This Schedule To Other Rate Schedules.* For this promotion:
- (a) To PNS (RSC G), OSD (RSC K), CC (RSC Q), IT/ASC (RSC N), and PPO (RSC Y), to the current full-time salary, add two times the most prevalent step increment of the current grade (add three times for a promotion of three or more grades). Advance this amount to the next higher salary step in the new grade if the calculated amount falls between the two steps. A new step waiting period begins unless the employee is promoted to a bargaining unit grade previously held (i.e., repromotion), in which case see 422.123a4.
  - (b) To EAS (RSC E), Pay Band (RSC V) and Attorney (RSC U) to the current full-time salary, see 413.22.
  - (c) To PS (RSC P) or MESC (RSC C) Schedule 2, assign the proper step by referring to Exhibit 422.123a. A new step waiting period begins on the effective date of the promotion.
  - (d) To RC (RSC R), see 422.422a2.
- Note:** See also Exhibit 421.82.
- (5) *Promotion Pay Anomaly.* No employee is at any time compensated less as a consequence of a promotion than that employee would have been if the employee had not been promoted but, instead, advanced in step increments in the lower

grade by fulfilling the waiting time requirements necessary for step increases. This rule includes employees who were promoted to a higher grade and subsequently reassigned to their former grade. If, during any pay period following the promotion, the employee's basic wage is less than the employee would have received for that pay period if the employee had not been promoted, the difference is paid to the employee in a lump sum payment.

- b. *Supplemental Rules. See 422.123b.*

**422.324 Reassignment Rules**

See 422.124.

**422.325 Reductions in Grade**

The following provisions apply.

- a. *General.* Reductions in grade include:
  - (1) Voluntary changes to a lower level;
  - (2) Management-initiated changes to a lower level; and
  - (3) Demotions.
- b. *Step and Next Step Date Assignment for Bargaining Unit to Bargaining Unit Reductions in Grade Within or Into the Mail Handler Rate Schedule (RSC M and M7).* Assignments are made as follows:
  - (1) *To Former Lower Grade.* The employee is assigned to the step and next step date as if service had been uninterrupted in the lower grade since the last time held.
  - (2) *To New Lower Grade.* The employee is assigned to the step and next step date in the lower grade as if all career Postal Service had been in the lower grade.
- c. *Step and Next Step Date Assignment for Nonbargaining Unit to Bargaining Unit Reductions in Grade.* For all nonbargaining reductions in grade to the Rural Carrier schedule, consult 422.423 and 422.424 to determine the proper step and next step date. For all other nonbargaining-to-bargaining reductions in grade, determine the employee's salary, step, and next step date as if the service had continued uninterrupted from the level/step in effect at the time of the nonbargaining promotion.
  - (1) For reductions in grade to the same Rate Schedule occupied immediately before a promotion to a nonbargaining position, the following provisions apply:
    - (a) When an employee returns to the same level as that occupied immediately before the nonbargaining promotion, assign the salary, step, and next step date as if the service had continued uninterrupted from the level/step in effect at the time of the nonbargaining promotion.
    - (b) When an employee changes to a higher level than that occupied immediately before the nonbargaining promotion, apply the promotion rules for the appropriate salary schedule in 422 to determine the employee's new salary, step, and next step date.
    - (c) When an employee changes to a lower level than that occupied immediately before the nonbargaining promotion, apply the reduction in grade rules in 422.125b to determine the employee's new salary, step, and next step date.
  - (2) For reductions in grade to a different Rate Schedule occupied immediately before a promotion to a nonbargaining position, use the Equivalent Grades chart (Exhibit 418.1) and apply the appropriate rule as follows:

- (a) When an employee changes to an equivalent level, apply the reassignment rules in 422.124c to determine the employee's new salary, step, and next step date.
  - (b) When an employee changes to a higher level, apply the promotion rules for the appropriate salary schedule in 422 to determine the employee's new salary, step, and next step date.
  - (c) When an employee changes to a lower level, follow the reduction in grade rules in 422.125b to determine the employee's new salary, step, and next step date.
  - (3) For reductions in grade when there is no prior bargaining unit service, the employee is assigned to the step and next step date in the lower grade as if all career Postal Service had been in the lower grade.
- d. *Rate Retention.* Rate retention provisions do not apply to changes to a lower grade that are voluntary or disciplinary. However, they do apply in nondisciplinary management reductions, as follows (also see 421.511 and 421.512 for application):
- (1) *Protected Rate.* The employee continues to receive the wage he or she received in the higher grade for 2 calendar years (a) if the grade of the position is reduced due to a management action such as a change in job ranking criteria that affects the grade of only one position and (b) if the employee occupied the position at the higher grade for 2 consecutive years before the effective date of the reduction. (See also 421.51.)
  - (2) *Saved Rate.* For saved rate:
    - (a) An employee has a saved rate resulting in a red-circle amount if the grade of his or her position is reduced due to a management action such as a change in job ranking criteria that affects the grade of more than one position under the same job description.
    - (b) If an employee who receives a red-circle amount is subsequently promoted and later returned to the former position through no fault of his or her own, the red-circle amount is restored. (See also 421.52.)
  - (3) *Saved Grade.* A bargaining unit employee is entitled to saved grade if he or she is assigned to a lower grade position because of a management action that eliminates the position (e.g., job elimination due to technological and mechanization changes). (See also 421.53.)

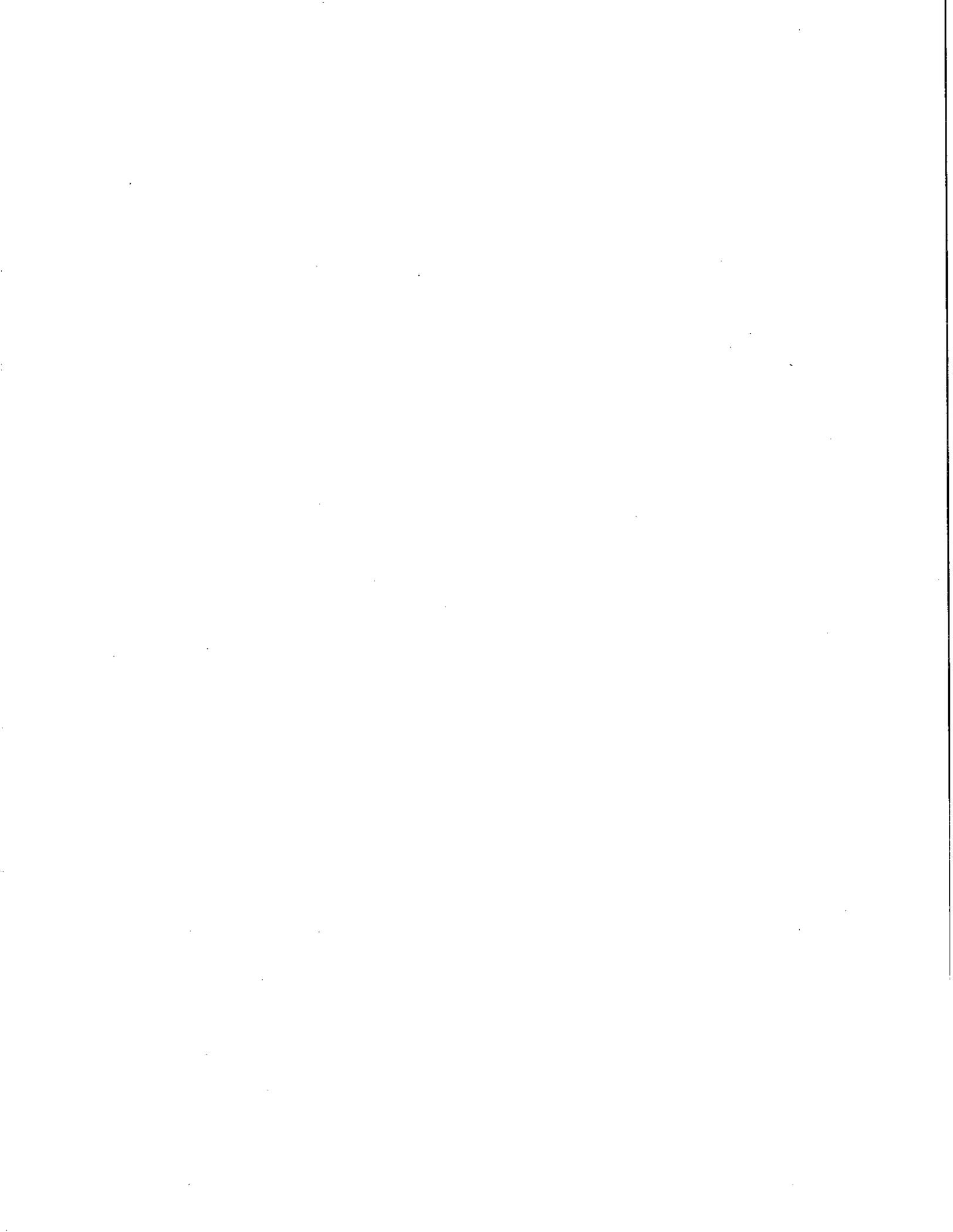
422.33 **Step Increases**

422.331 **Eligibility Requirements**

See 422.131 and Exhibit 422.13.

422.332 **Creditable Service**

See 422.132.



- 422.333 **Leave Without Pay**  
See 422.133.
- 422.334 **Simultaneous Personnel Actions**  
See 422.134.
- 422.34 **Higher Level Assignments**  
See 422.14.
- 422.341 **Definitions**  
See 422.141.
- 422.342 **Written Management Order**  
See 422.142.
- 422.343 **Rate of Pay**  
See 422.143.
- 422.344 **Adjustments and Increases**  
See 422.144.
- 422.345 **Benefits**  
See 422.145.
- 422.35 **Dual (Multiple) Employment**  
[Reserved]
- 422.36 **Change From Rural Carrier Schedules**  
See 422.16.

# 4 Pay Administration

## 422.3 Mail Handlers Schedule

The provisions of 422.1 and 422.2 cited below are made applicable to this salary schedule by reference.

### 422.31 Salary System

#### 422.311 Salary Schedule

The Mail Handler (MH) Schedule consists of two rate schedules. Grades 4 through 6. Schedule 1 (RSC M) has Grades 4 through 6, and is applicable to mail handlers with a career appointment date (CAD) before February 15, 2013. Schedule 2 (RSC M7) has Grades 4 and 5, and is applicable to mail handlers with a CAD on or after February 15, 2013.

#### 422.312 Basis of Rates

See 422.112.

#### 422.313 Cost-of-Living Adjustments

See 422.113.

#### 422.314 Setting Wages

See 422.114.

#### 422.315 Employee Classifications

See 422.115.

### 422.32 Change Action Pay Rules

#### 422.321 Career Appointment

See 422.121.

#### 422.322 Additional Appointment

See 422.122.

#### 422.323 Promotion Rules

**Note:** See 421.43a and 421.44i for definition of *promotion*, and consult Exhibit 418.1, Equivalent Grades, to determine whether or not a personnel action represents a promotion.

Rules are as follows:

a. *Basic Rules.* The basic rules are as follows:

(1) Promotion Within This Schedule 1. For this promotion:

- (a) The employee receives a promotional increase equal to two times the most prevalent step in the former grade for a promotion of one or two grades (three times for a promotion of three or more grades). Add this increase to the employee's former basic wage and slot the employee to the closest step in the new grade. If the increased salary falls between two steps of the new grade, place the employee at the next higher step. A new step waiting period begins unless the employee is promoted to a bargaining unit grade previously held (i.e., repromotion), in which case see 422.123a4.

(2) Promotion Within Schedule 2. For this promotion:

The Grade 4 employee receives a promotional increase that brings the salary to the same step in Grade 5. A new step waiting period begins unless the employee is promoted to a

bargaining unit grade previously held (i.e., repromotion), in which case see 422.123a4.

- ~~(b) No employee is at any time compensated less as a consequence of a promotion than that employee would have been if the employee had not been promoted but, instead, advanced in step increments in the lower grade by fulfilling the waiting time requirements necessary for step increases. This rule includes employees who were promoted to a higher grade and subsequently reassigned to their former grade. If, during any pay period following the promotion, the employee's basic wage is less than the employee would have received for that pay period if the employee had not been promoted, the difference is paid to the employee in a lump sum payment.~~

(32) *Promotion To This Schedule 2 From Other Rate Schedules.* For this promotion:

- (a) From PS (RSC PB) Schedule 2, see 422.123a2.
- (b) From EAS (RSC E) and Part-Time, A-E Postmasters (RSC F), and TDS (RSC T), to the current full-time salary, add 5 percent. Advance this amount to the next higher salary step in the new grade of Schedule 2 if the calculated amount falls between two steps. A new step waiting period begins unless the employee is promoted to a bargaining unit grade previously held (i.e., repromotion), in which case see 422.123a4.
- (c) From PNS (RSC G), OSD (RSC K), CC (RSC Q), IT/ASC (RSC N), PS (RSC P) or MESC (RSC C) Schedule 4, RC (RSC R) and PPO (RSC Y), to the current full-time salary, add two times the most prevalent step increment of the current grade (add three times for a promotion of three or more grades). Advance this amount to the next higher salary step in the new grade of Schedule 2 if the calculated amount falls between the two steps. A new step waiting period begins unless the employee is promoted to a bargaining unit grade previously held (i.e., repromotion), in which case see 422.123a4.

(43) *Promotion From This Schedule To Other Rate Schedules.* For this promotion:

- (a) To PNS (RSC G), OSD (RSC K), CC (RSC Q), IT/ASC (RSC N), TDS (RSC Y) and PPO (RSC Y), to the current full-time salary, add two times the most prevalent step increment of the current grade (add three times for a promotion of three or more grades). Advance this amount to the next higher salary step in the new grade if the calculated amount falls between the two steps. A new step waiting period begins unless the employee is promoted to a bargaining unit grade previously held (i.e., repromotion), in which case see 422.123a4.
- (b) To EAS (RSC E), Pay Band (RSC V) and Attorney (RSC U) to the current full-time salary, see 413.22.

\_\_\_\_\_ add

~~5 percent. If the result is below the minimum or above the maximum of the new grade, the new salary is adjusted to fit within this range.~~

~~**Note:** For promotion from this schedule to a nonbargaining schedule, see also 413.~~

- (c) To PS (RSC PB) or MESC (RSC CB) Schedule 2, assign the proper step by referring to Exhibit 422.123a. A new step waiting period begins on the effective date of the promotion.
- (d) To RC (RSC R), see 422.422a2.

**Note:** See also Exhibit

421.82.

(5) Promotion Pay Anomaly. No employee is at any time compensated less as a consequence of a promotion than that employee would have been if the employee had not been promoted but, instead, advanced in step increments in the lower grade by fulfilling the waiting time requirements necessary for step increases. This rule includes employees who were promoted to a higher grade and subsequently reassigned to their former grade. If, during any pay period following the promotion, the employee's basic wage is less than the employee would have received for that pay period if the employee had not been promoted, the difference is paid to the employee in a lump sum payment.

b. *Supplemental Rules. See 422.123b.*

**422.324 Reassignment Rules**

See 422.124.

**422.325 Reductions in Grade**

The following provisions apply.

- a. *General.* Reductions in grade include:
  - (1) Voluntary changes to a lower level;
  - (2) Management-initiated changes to a lower level; and
  - (3) Demotions.
- b. *Step and Next Step Date Assignment for Bargaining Unit to Bargaining Unit Reductions in Grade Within or Into the Mail Handler Rate Schedule (RSC M and M7).* Assignments are made as follows:
  - (1) *To Former Lower Grade.* The employee is assigned to the step and next step date as if service had been uninterrupted in the lower grade since the last time held.
  - (2) *To New Lower Grade.* The employee is assigned to the step and next step date in the lower grade as if all career Postal Service had been in the lower grade.
- c. *Step and Next Step Date Assignment for Nonbargaining Unit to Bargaining Unit Reductions in Grade.* For all nonbargaining reductions in grade to the Rural Carrier schedule, consult 422.423 and 422.424 to determine the proper step and next step date. For all other nonbargaining-to-bargaining reductions in grade, determine the employee's salary, step, and next step date as if the service had continued uninterrupted from the level/step in effect at the time of the nonbargaining promotion.
  - (1) For reductions in grade to the same Rate Schedule occupied immediately before a promotion to a nonbargaining position, the following provisions apply:
    - (a) When an employee returns to the same level as that occupied immediately before the nonbargaining promotion, assign the salary, step, and next step date as if the service had continued uninterrupted from the level/step in effect at the time of the nonbargaining promotion.
    - (b) When an employee changes to a higher level than that occupied immediately before the nonbargaining promotion, apply the promotion rules for the appropriate salary schedule in 422 to determine the employee's new salary, step, and next step date.
    - (c) When an employee changes to a lower level than that occupied immediately before the nonbargaining promotion, apply the reduction in grade rules in 422.125b to determine the employee's new salary, step, and next step date.
  - (2) For reductions in grade to a different Rate Schedule occupied immediately before a promotion to a nonbargaining position, use the Equivalent Grades chart (Exhibit 418.1) and apply the appropriate rule as follows:

- (a) When an employee changes to an equivalent level, apply the reassignment rules in 422.124c to determine the employee's new salary, step, and next step date.
  - (b) When an employee changes to a higher level, apply the promotion rules for the appropriate salary schedule in 422 to determine the employee's new salary, step, and next step date.
  - (c) When an employee changes to a lower level, follow the reduction in grade rules in 422.125b to determine the employee's new salary, step, and next step date.
  - (3) For reductions in grade when there is no prior bargaining unit service, the employee is assigned to the step and next step date in the lower grade as if all career Postal Service had been in the lower grade.
- d. *Rate Retention.* Rate retention provisions do not apply to changes to a lower grade that are voluntary or disciplinary. However, they do apply in nondisciplinary management reductions, as follows (also see 421.511 and 421.512 for application):
- (1) *Protected Rate.* The employee continues to receive the wage he or she received in the higher grade for 2 calendar years (a) if the grade of the position is reduced due to a management action such as a change in job ranking criteria that affects the grade of only one position and (b) if the employee occupied the position at the higher grade for 2 consecutive years before the effective date of the reduction. (See also 421.51.)
  - (2) *Saved Rate.* For saved rate:
    - (a) An employee has a saved rate resulting in a red-circle amount if the grade of his or her position is reduced due to a management action such as a change in job ranking criteria that affects the grade of more than one position under the same job description.
    - (b) If an employee who receives a red-circle amount is subsequently promoted and later returned to the former position through no fault of his or her own, the red-circle amount is restored. (See also 421.52.)
  - (3) *Saved Grade.* A bargaining unit employee is entitled to saved grade if he or she is assigned to a lower grade position because of a management action that eliminates the position (e.g., job elimination due to technological and mechanization changes). (See also 421.53.)

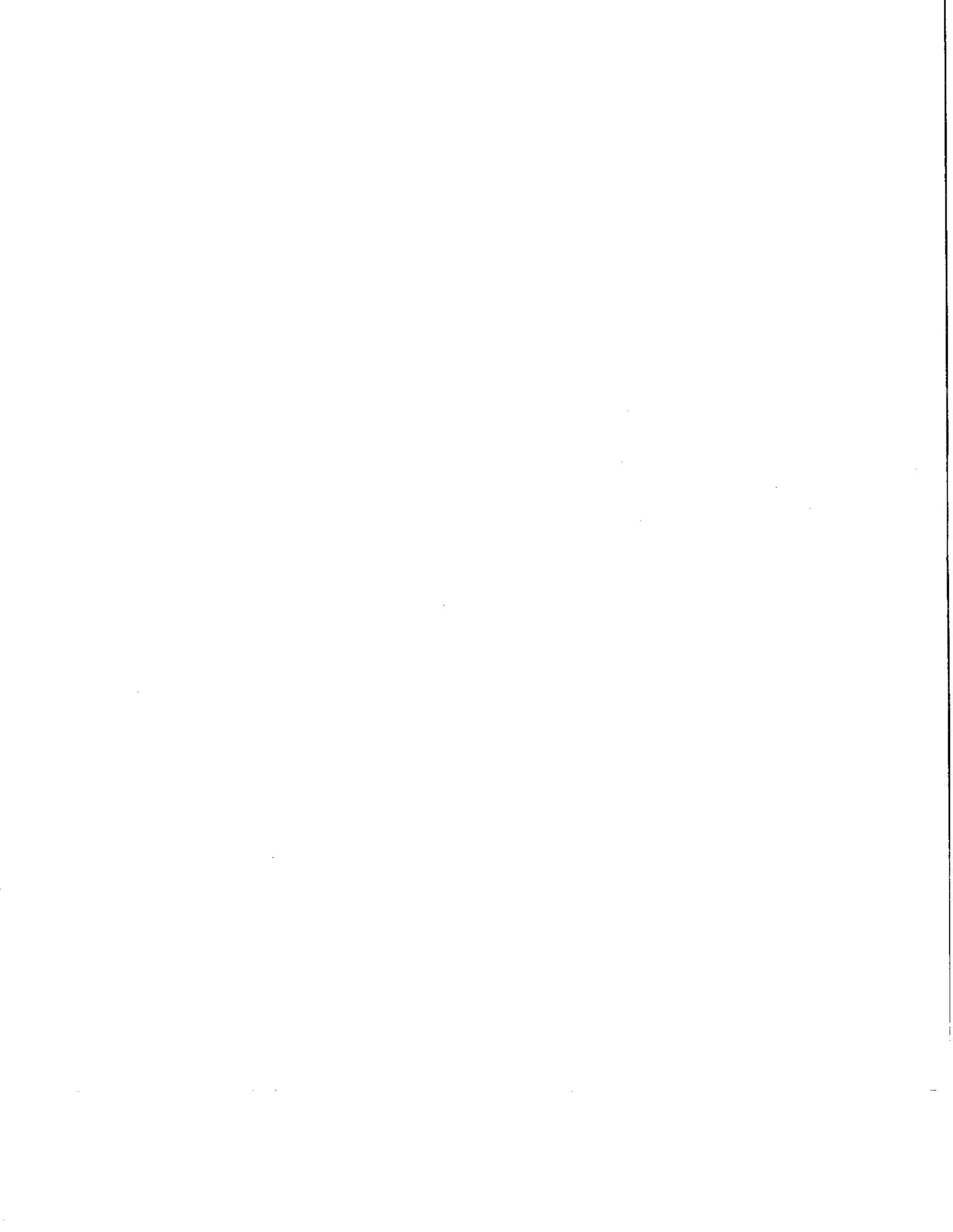
422.33 **Step Increases**

422.326331 **Eligibility Requirements**

See 422.131 and Exhibit 422.13.

422.327332 **Creditable Service**

See 422.132.



422.328333 **Leave Without Pay**

See 422.133.

422.329334 **Simultaneous Personnel Actions**

See 422.134.

422.3334 **Higher Level Assignments**

See 422.14.

422.334341 **Definitions**

See 422.141.

422.332342 **Written Management Order**

See 422.142.

422.333343 **Rate of Pay**

See 422.143.

422.334344 **Adjustments and Increases**

See 422.144.

422.335345 **Benefits**

See 422.145.

422.3435 **Dual (Multiple) Employment**

[Reserved]

422.3536 **Change From Rural Carrier Schedules**

See 422.16.

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APR 21 2017

Per \_\_\_\_\_



April 19, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service is updating the Mobile Delivery Device (MDD) to enhance its functionality.

Update (6.0) includes: Warning Message upon applying "Business Closed" event at residential locations, Rotate Signature Capture/Sign-on Glass Screen, Warning Message when Battery Uptime Less than 7 hours, Battery Survival Mode, Additional Battery Reserve when Cellular Strength Low, Enable Battery Calibration.

This update will be tested beginning the week of April 24, with national release scheduled for May 8.

Enclosed is the final draft copy of the MDD Release 6.0 Service Talk.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosure



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## MDD Release 6.0 Service Talk

MDD 6.0 release will be piloted on April 24 and deployed nationwide on May 8. Mobile Delivery Device hand-held scanners with updated release 6.0 will have the following features:

- Warning Message upon applying “Business Closed” event at residential locations
- Rotate Signature Capture/Sign-on Glass Screen
- Warning Message when Battery Uptime Less than 7 hours
- Battery Survival Mode
- Additional Battery Reserve when Cellular Strength Low
- Enable Battery Calibration



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## Business Closed Feature Description

### Background :

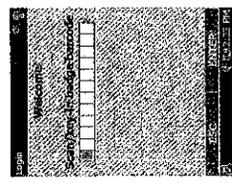
Currently, we are providing customers with inaccurate information when carriers are selecting Business Closed scans on parcels being delivered to residential addresses.

### Changes on MDD:

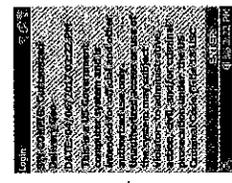
The MDD will notify the carrier with a pop-up if they are attempting to scan a Residential Address as Business Closed. The pop-up alert will say "***You are attempting to select Business Closed for Residential Addresses. Are you sure?***". If the carrier selects "***No***" the Confirmation Events screen shall reappear allowing the carrier to select the correct Confirmation Event.



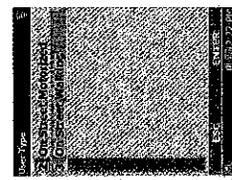
# Business Closed Regular User



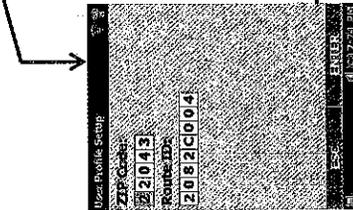
1) Scan Badge Screen



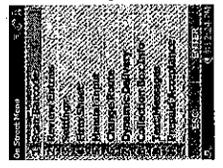
2) Login



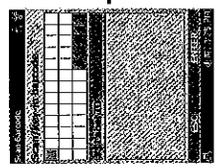
3) Select User Type



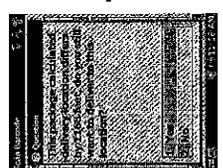
4) Enter User Profile. The Route ID information is used to distinguish Businesses from Residences



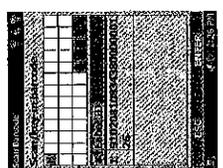
5A) Select 1. Scan Barcode



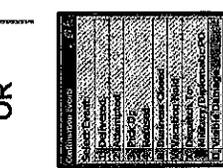
6A) Scan barcode screen displays. Scan Barcode



7A) Geo-delivery notification displays. Select 1. Yes

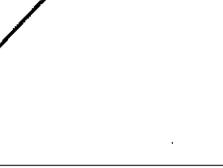


8A) Label scanned displays. Press Enter

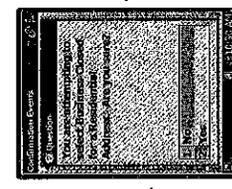


9) Select B. Business Closed

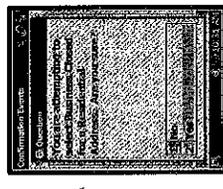
OR



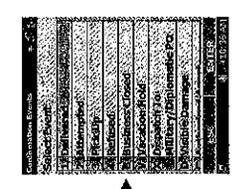
9) Select D. Visible Damage



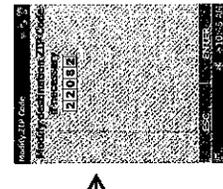
Business Closed Pop-up alert displays. Select 1.No



11) Information Recorded Briefly Displays



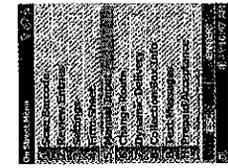
Back to Confirmation Events Screen



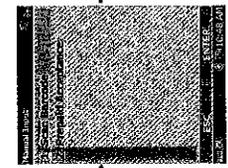
ZIP Code



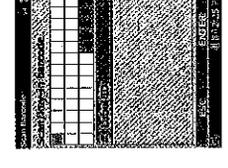
5B) Select 5. Manual Input



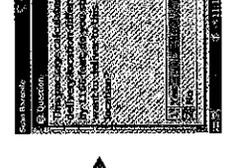
6B) Select 1. Scan Barcode



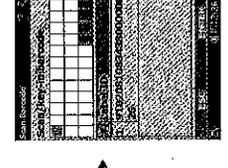
7B) Scan Barcode



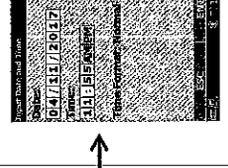
8B) Geo delivery notification displays. Select 1. Yes



9B) Label scanned displays. Press Enter



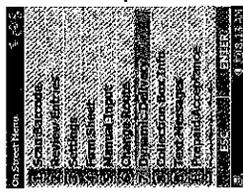
10B) Input Date and Time. Then Press Enter



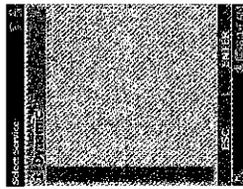
11B) Information Recorded Briefly Displays



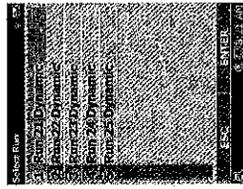
# Business Closed Dynamic Delivery



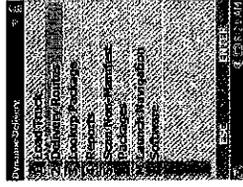
1) Select 7. Dynamic Delivery



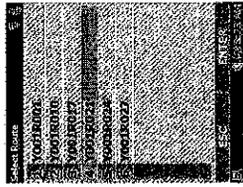
2) Select 1. Dynamic



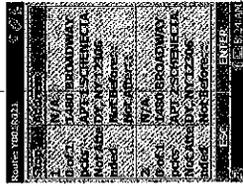
3) Select 1. Run 21 Dynamic



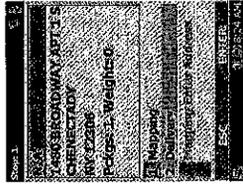
4) Select 2. Dynamic Routes



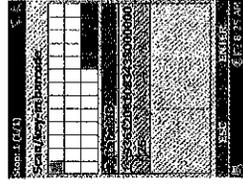
5) Select route 4, Y001R021



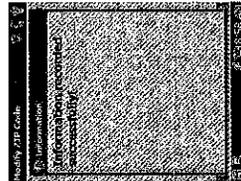
6) Select Stop 1



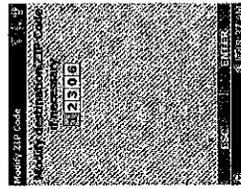
7) Select 2. Delivery



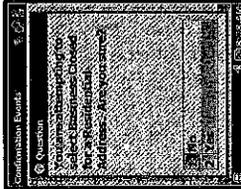
8) Scan stop label Then Press enter



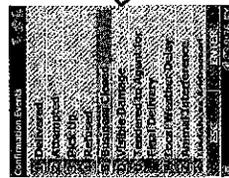
12) Information Recorded Briefly Displays



11A) Confirm Zip Code Then Press Enter



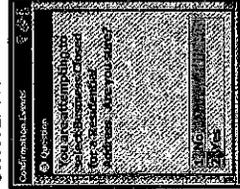
10A) Business Closed Pop-up Alert Displays Select 2. Yes



9) Select B. Business Closed from Confirmation Events



11B) Select B. Business Closed



10B) Select 1.No



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## Rotate Signature Capture/Sign-on Glass Screen

### **Background :**

When delivering Signature Confirmation items, the MDD prompts the Carrier to obtain Customer's signature by Sign-on Glass. The interaction requires the Carrier to hand over the MDD to the Customer to obtain signature, which may cause accidental dropping of MDD and/or increasing the interaction with Customer causing unnecessary delay.

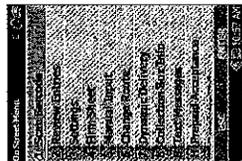
### **Changes on MDD:**

When the MDD prompts the Carrier to obtain Customer's signature by Sign-on Glass, MDD will be able to rotate the signature screen as the Carrier inverts the MDD to present the signature screen to the Customer. Inverting the MDD towards the Customer will rotate the signature screen to an upright position so that the Customer can use the MDD stylus for signature. With this change, the Carriers do not have to hand over the MDD to Customer. Only have to hand over the stylus tether to the Customer for signature.

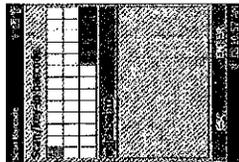


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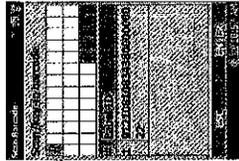
# Rotate Signature Capture/Sign-on Glass Screen



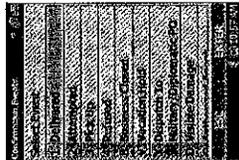
Selected  
1 Scan Barcode



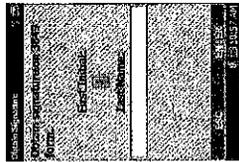
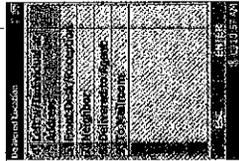
Scanned a  
Barcode



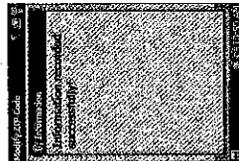
Pressed  
ENTER



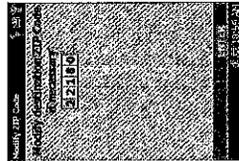
Selected  
1 Delivered



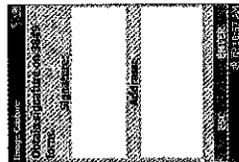
Selected  
4 Left w/individual



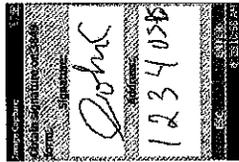
Pressed  
ENTER



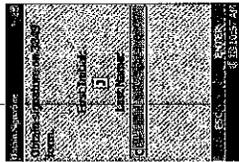
Pressed  
ENTER



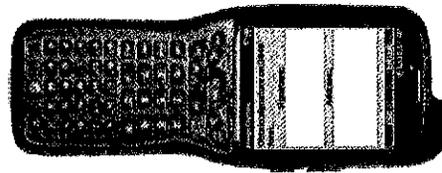
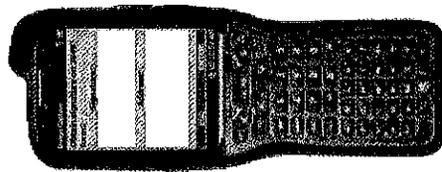
Entered  
Signature/Address



Pressed  
ENTER



Entered  
First Initial/Last Name



Inverted

When MDD is inverted, the Image Capture screen rotates and presents in an upright position for the Customer



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## Battery Uptime Less than 7 hours Warning

### Background :

Given battery issues currently experienced at Production MDD is requested to provide more visibility of battery usages to carriers such that they can be prepared for the day of delivery.

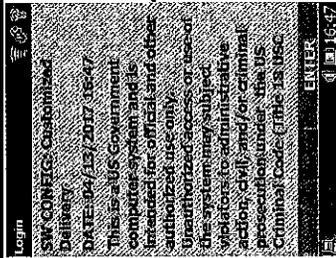
### Changes on MDD:

Prior to user logs in, if the expected battery up time is less than 7 hours, MDD prompts a warning message indicating the range of hours the battery will last before next charge is required.

If less than 7 hour uptime is introduced by improper charging(<95%), MDD displays warning "Battery was not charged properly. Charged to x%. Expected On-Street uptime is A-B hours" with "RED" background. If less than 7 hour uptime is introduced by bad battery, MDD displays warning "Battery was fully charged. Expected On-Street Uptime is A-B hours" with "YELLOW" background. In the meantime, after user logs in, MDD automatically initiates a text alert to Supervisor with a description of the warning, the Scanner ID, Route ID, Battery Serial number and battery charging status(percentage).

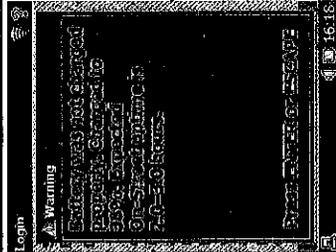


# Battery Uptime < 7 hours Warning - Red Warning



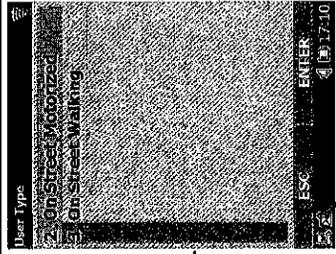
Displayed upon initial login after pressed ENTER

Not fully charged battery with uptime less than 7hrs.



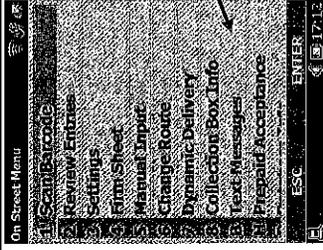
Pressed ESC or ENTER

After badge is scanned, MDD will compose a text message sending to Supervisor



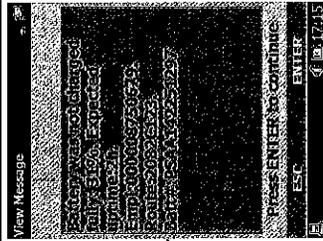
Envelope icon with red arrow indicated outgoing text message

Completed login process till On Street Menu



Envelope icon gone indicated message sent (no outstanding)

Content of the text message displayed in MDD (outbox)



## Alert message displayed in RIMS

Inbox Messages

Mark as Read Delete

### Message Search

Sender User Name Message Text

Results: Viewing items 1-20 of 143.

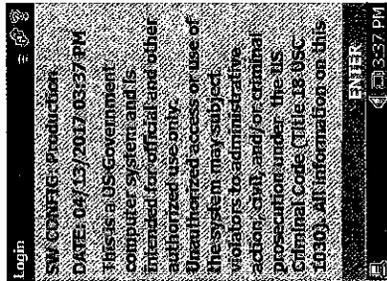
Alert	CREATION_TIMESTAMP	Sender User Name	Sender Route ID	Examination Timestamp	Message Text
<input type="checkbox"/>	13-Apr-17 05:07:00 PM	HOA D	2082C123	14-Apr-17 05:07:00 PM	Battery was not charged fully: 31%. Expected uptime: 2h.
<input type="checkbox"/>	14-Apr-17 05:07:00 PM	1524P0812E	2082C123	14-Apr-17 05:07:00 PM	Battery was not charged fully: 31%. Expected uptime: 2h.

Search clear

Previous 1 2 3 4 5 6 7 8 | Next



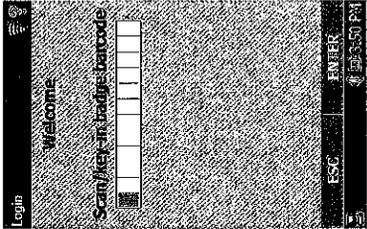
# UNITED STATES POSTAL SERVICE® Battery Uptime < 7 hours Warning - Yellow Warning



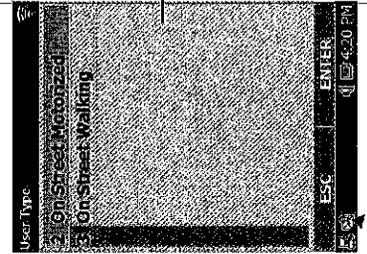
Displayed upon initial login after pressed ENTER



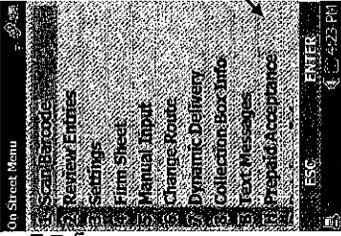
Pressed ESC or ENTER



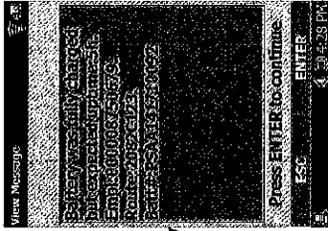
After badge is scanned, MDD will compose a text message sending to Supervisor



Envelope icon with red arrow indicated out going text msg



Envelope icon gone indicated message sent (no outstanding)



Content of the text message displayed in MDD (outbox)

## Alert message displayed in RIMS

### Inbox Messages

Mark as Read Delete

### Message Search

Sender User Name Message Text

Results: Viewing Items 1-20 of 143.

Alert CREATION TIME STAMP	Sender User Name	Sender Route ID	Sender Device ID	Expiration Timestamp	Message Text
13-Apr-17 04:10:00 PM	H D	2082B321	15204D802E	14-Apr-17 04:10:00 PM	Battery was not charged fully: 38%. Expected uptime: 2h. Emp#:00008750679. Route:2082B321. Batt#:PSAA140911630



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## Battery Survival Mode

### Background :

The intention to introduce "Survival Mode" on the scanner is to increase battery usage time and to ensure that the Carrier is able to scan and deliver packages throughout the day. In this special Mode, the only function available on the scanner is scanning. All other background activities consuming battery will be terminated, including wireless data transfer, Bluetooth, audible alert and etc. When certain battery level threshold is reached, MDD will enter into the Survival mode and execute special logic to preserve battery usage.

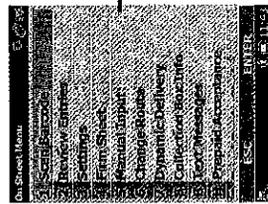
### Changes on MDD:

When MDD battery capacity is less than 750mAh, MDD will be in "Survival Mode":

- Turn off Gobi radio, Bluetooth, and other processes.
- No SPM request, Hazard Alert, Delivery Instructions, Amber Alert, and Text Messaging.
- Reduce Disk I/O (Input/Output)- No RRS logging for None –Rural Study scanners
- Disable CoPilot
- Disable Dynamic Delivery application.

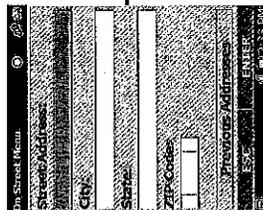


# Battery Survival Mode



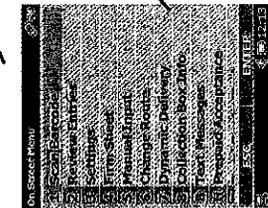
Survival Mode triggered  
Battery power dropped below 750 mAH

MDD still in low power mode (750-2000 mAH)

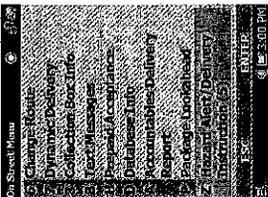


Filled out required fields and pressed ENTER

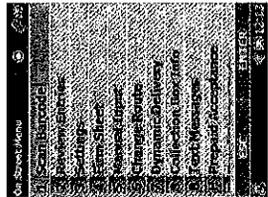
Manual launch by press RED + M



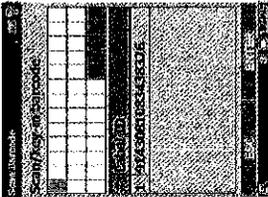
Gobi turned off  
Signal Bar disappears  
2. Backlight turned off  
3. Screen turned off after 15s



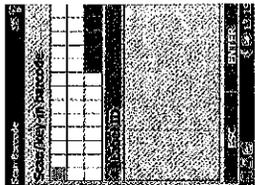
While in survival mode, Hazard Alert is disabled



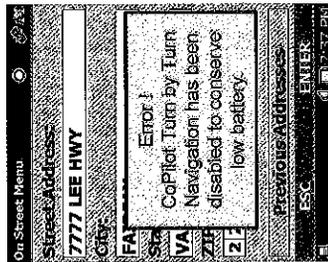
GPS activity still running but not uploading



Scanned and committed a label to delivered



Data is committed without uploading



Disabled CoPilot in Survival Mode



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## Battery Reserve when Cellular Strength Low

### Background :

The lower the cellular signal the harder MDD has to work trying to power through a low cellular strength from network provider. MDD powering through low cellular strength causes battery drainage, which decreases the battery usage time for Carriers. When battery is in low power mode (remaining capacity @200mah) and cellular strength is low (@<-110db), MDD will execute logic to preserve battery usage by terminating wireless data transfer until cellular strength reaches certain reading, resulting in battery lasting longer before a recharge.

### Changes on MDD:

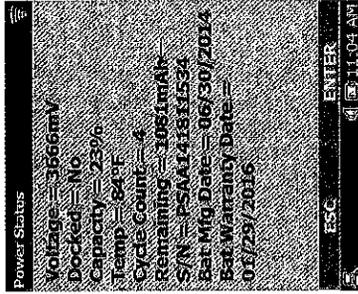
When battery is in low power mode (remaining capacity @200mah) and Cellular strength is low (@<-100db), MDD will terminate wireless data upload until cellular strength reaches a certain reading.



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## Battery Reserve when Cellular Strength Low

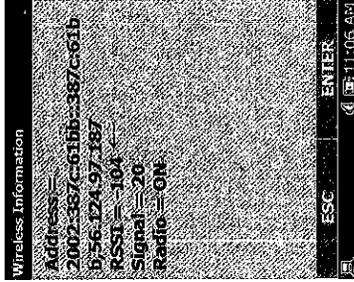
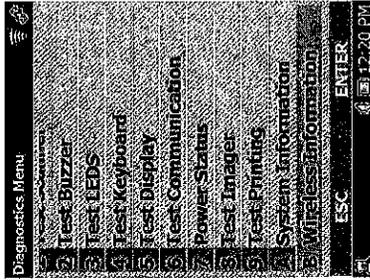
- Find battery status :
- Press Red+D to access MDD Diagnostics Menu
- Select Option 7 "Power Status"
- Battery status displays



Note: Lower Power Mode is defined as when remaining capacity less than 2000 mAh and above 750 mAh

Find cellular strength reading:

- Press Red+D to access MDD Diagnostics Menu
- Select Option B "Wireless Information"
- MDD cellular reading displays



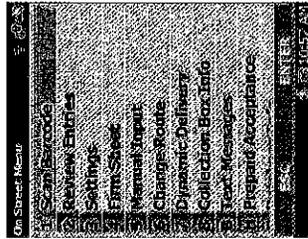
Low cellular strength is defined as RSSI:  
AT&T Reading: <-100db  
Verizon Reading: <-100db



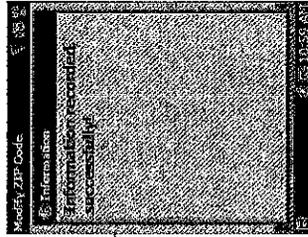
UNITED STATES  
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# Battery Reserve when Cellular Strength Low

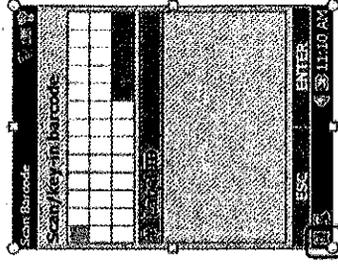
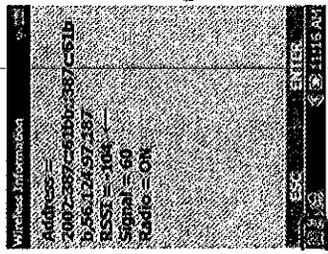
When Cellular strength is low, scan data will stay on the scanner until strong signal is received.



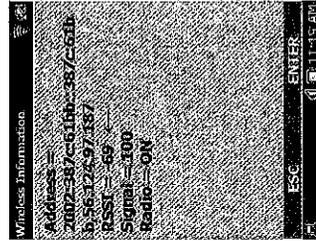
Scan Barcode and deliver



As wireless data upload is terminated when Cellular strength is low, scanned information cannot be sent.



As Cellular Strength is getting better, scanned data is sent.



RECEIVED

APR 17 2017



Per \_\_\_\_\_

April 13, 2017

Mr. Brian J. Wagner  
President  
National Association of American Postal Workers  
1727 King Street, Suite 400  
Alexandria, Virginia 22314-2753

**Certified Mail Tracking Number:**  
**7016 1370 0002 3014 5871**

Dear Brian:

This letter is in further reference to the Postal Service's notice dated February 10 regarding notification of revisions to the Standard Job Description for the Customer Care Agent – Tier 1 (P7-06). As previously informed, the revision was done to comply with the December 8, 2016, Goldberg Arbitration Award which ordered the Postal Service to post Clerk Craft duty assignments at the 12 current Sales Retention Team (SRT) sites.

The Postal Service used the subject revised Standard Job Description and posted 386 duty assignments at the SRT sites during the March and April bid cycles. However, based upon feedback received from the American Postal Workers Union (APWU), it has been decided to create a new Standard Job Description titled Customer Retention Agent (P7-06) (enclosed) for use at SRT sites. The Postal Service rescinds its February 10 notice concerning this matter and will restore the Customer Care Agent – Tier 1 (P7-06) Standard Job Description to its pre-February 10 form.

The Customer Retention Agent (P7-06) Standard Job Description will be effective April 29 and used for future duty assignment postings. As of that date, employees who hold bid duty assignments at the SRT sites will have their job title and occupational code changed to reflect the new job title and description.

Employees at the Customer Care Centers (CCCs) who were successful bidders on postings that used the revised job description will have their job description restored to the pre-February 10 version of the Customer Care Agent – Tier 1 (P7-06) Standard Job Description.

These changes will not result in the reposting of positions or have any impact on the work being performed at either the SRT sites or CCCs.

If you have any questions about this matter, please contact Shannon Richardson at extension 5842.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean".

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure

**CUSTOMER RETENTION AGENT (P7-06)**  
**OCCUPATION CODE: 2320-XXXX**

**FUNCTIONAL PURPOSE**

Makes outbound small business customer contacts over the phone and through email in order to inform existing business customers of current, new and enhanced USPS products, features and services offerings and campaigns in an effort to retain the current customer base.

**DUTIES AND RESPONSIBILITIES**

1. Using a computer and headset or telephone, makes outbound courtesy calls to existing small business customers. Demonstrates courtesy, patience and professionalism while providing scripted information to customers about USPS products, services and campaigns.
2. Accesses client phone numbers and information using a computer software application. Logs call information into the software database.
3. Creates records of the contacts in a software application for referral and historical purposes.
4. Listens actively to determine customer needs and answers questions using electronic and hardcopy job aids, scripts, checklists and other information sources. Emails the customer with product or service information when requested.
5. Logs and escalates additional revenue opportunities stemming from customer contacts to the appropriate sales team.
6. Solicits customers for feedback and opinions and enters their responses into an electronic survey.
7. Perform phone number and email lookups for missing customer information and logs information into the software database.
8. Identifies and reports unusual or repetitive customer inquiries or issues affecting small business customers to Supervisors.
9. Assists Customer Care Centers and performs other customer retention and contact duties as determined by operational needs.

**SUPERVISION**

Supervisor of unit to which assigned

**SELECTION METHOD**

Senior Qualified

**BARGAINING UNIT**

CLERK

## **FUNCTION**

Makes outbound small business customer contacts over the phone and through email in order to inform existing business customers of current, new and enhanced USPS products, features and services offerings and campaigns in an effort to retain the current customer base.

## **DESCRIPTION OF WORK**

See the Standard Position Description for the Occupation Code given above.

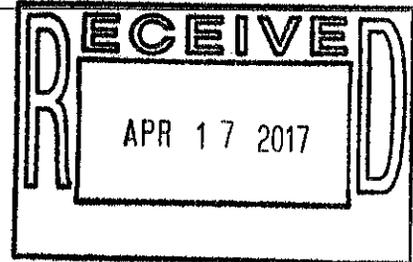
## **REQUIREMENTS**

This section is composed of Knowledge, Skills, and Abilities (KSAs) which are required to satisfactorily perform the tasks of the position. Applicants must demonstrate that they possess a sufficient level of each KSA, to include at least minimum competency for senior-qualified positions to enable them to perform these tasks satisfactorily. Applicants demonstrate these levels by describing examples of experience, education, or training, any of which may be non-postal. Ratings are based on the demonstration of the level of possession of each of the KSAs. Failure to demonstrate any KSA is disqualifying.

1. Ability to work with USPS customers in a polite, courteous, and professional manner while listening attentively to the needs of the customer and documenting collected information.
2. Ability to communicate orally sufficient to express ideas or facts clearly and logically when answering questions, giving instructions or explaining Postal products and services.
3. Ability to listen attentively, comprehend, capture as well as interpret customer information.
4. Ability to use a telephone/headset, email and related equipment to communicate to customers by phone and email.
5. Skill using a computer to compile and summarize collected customer information into a software application.
6. Ability to use written and electronic reference tools, manuals, scripts and the internet/intranet to search and retrieve information on a computer.
7. Ability to evaluate information provided by customers to determine the nature of the inquiry or concern and identify an appropriate solution within established service standards and guidelines.

## **PHYSICAL REQUIREMENTS**

Applicants must be physically able to efficiently perform the duties of the position with or without reasonable accommodation.



April 12, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

This is in further reference to our June 29, 2016, notice concerning testing the discontinuance of color coded Extra Service Postal Service (PS) forms in our retail lobbies. We intend to expand the testing locations as indicated below.

As previously advised, information normally obtained through the subject forms will be provided by the Intelligent Mail package barcode (IMpb) and human readable Extra Service text on labels generated by Retail System Software (RSS) printers at the point of sale.

The following PS Forms will not be used in the test sites during testing:

- PS Form 3813 - *Insured Mail Receipt Domestic Only \$500 and Under*
- PS Form 3813-P - *Insured Mail Domestic Only Over \$500*
- PS Form 3804 - *Return Receipt for Merchandise*
- PS Form 153 - *Signature Confirmation Receipt*

The expanded test is scheduled to begin May 5 and run through August 31 in all RSS offices in the Capital and Northern Virginia Districts. Other offices will not participate in the test.

We have also enclosed copies of the following:

- Service Talk – Postmasters /Station and Branch Managers
- Briefing Sheet – Pilot Test: Elimination of Extra Services Forms
- Frequently Asked Questions (FAQs)
- Survey Monkey – Consumer Survey Questions
- Standard Operating Procedures – Pilot Sites Only

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures

## Postmasters/Station and Branch Managers Pilot Test: Elimination of Extra Services Forms Capital and Northern VA Districts

In an effort to leverage current barcode technology and to continue studying the feasibility of removing hardcopy forms from our Retail Systems Software (RSS) locations, there will be a pilot test conducted in two districts in the Capital Metro Area; Capital and Northern Virginia at RSS locations only from May 5, 2017 through August 31, 2017. This expanded study is a result of a successful pilot test conducted Oct 2016 – February 2017 with eight offices in Capital (4) and Northern Virginia (4) districts.

Listed below are the four Extra Services forms that will be removed from the pilot sites during the test. RSS will be used to generate an Intelligent Mail package barcode (IMpb) label that will provide the same services as the manual Extra Services forms.

<p><b>Insured Mail Receipt Domestic Only \$500 and Under PS Form 3813</b></p>		<p><b>Signature Confirmation™ Receipt PS Form 163</b></p>	
<p><b>Insured Mail Receipt Domestic Only Over \$500 PS Form 3813-P</b></p>		<p><b>Return Receipt for Merchandise PS Form 3804</b></p>	

Sales and Service Associates (SSAs) will affix the required IMpb that contains a service type code with the appropriate product and Extra Service label that is printed using RSS (**NOTE: SSAs have the option of selecting either large or small labels depending on the size of the items**). Below is a sample of each size label that will be generated from the Toshiba printer with an IMpb included:

	<i>Retail</i>
X	<b>US POSTAGE PAID VOID \$11.24</b>
<small>Origin: 70601 Destination: 22018 0 Lb. 9.00 Oz Jul 20, 16 0098000608-14</small>	
1802	
<b>USPS RETAIL GROUND™</b>	
Return Receipt Requested <span style="border: 1px solid black; padding: 2px;">0008</span>	
<b>USPS SIGNATURE TRACKING NUMBER</b>  9539 8100 0011 6202 0002 38	

<b>VOID USPS TRACKING NUMBER</b>  9513 4100 0011 6202 0002 87
---

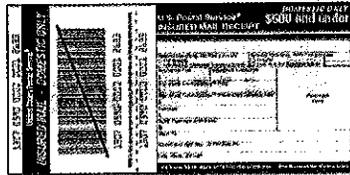
The expectation is that these mailpieces will be treated in the same manner in which you treat mailpieces that previously had the Extra Services forms attached to them.

## Pilot Test: Elimination of Extra Services Forms Retail Systems Software Offices Capital and Northern Virginia Districts

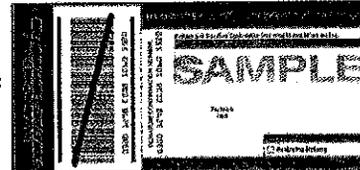
### OVERVIEW:

The Postal Service will conduct an expanded pilot test in two districts in the Capital Metro Area: Capital and Northern Virginia at Retail System Software (RSS) sites. The pilot test involves the removal of the below four color-coded Extra Services forms from the retail lobby:

**Insured Mail Receipt  
Domestic Only  
\$500 and Under  
PS Form 3813**



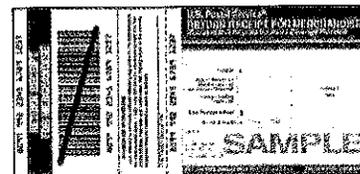
**Signature Confirmation™ Receipt  
PS Form 3839**



**Insured Mail Receipt  
Domestic Only  
Over \$500  
PS Form 3813-P**



**Return Receipt for Merchandise  
PS Form 3804**



As a result of the ability to print human readable and Intelligent Mail package barcode (IMpb) labels at RSS sites, the need for the color-coded Extra Services forms is being eliminated. The removal of the four Extra Services hardcopy forms at RSS sites is necessary to eliminate extra cost associated with printing and stocking these forms as well as to leverage the existing advanced technology capability to print an Intelligent Mail package barcode (IMpb) label with the appropriate service type code that represent the product and service sold to the customer. As a positive consequence of discontinuing use of the hardcopy forms at RSS sites, one barcode will be affixed to mailpieces, thereby reducing employee confusion, scanning issues, unnecessary refunds, and claims processing.

### BENEFITS:

- Increased customer satisfaction through improved scanning performance
- Increased scanning accuracy as a result of having only one Intelligent Mail package barcode (IMpb)
- Reduced claims for Extra Services failures as a result of improved scanning due to only one IMpb per mailpiece
- Reduced costs as a result of elimination of Extra Services forms
- Increased sustainability efforts as a result of reducing paper production
- Reduced confusion by Delivery personnel due to one barcoded label on the mailpiece

### CURRENT STATUS:

- Conducted pilot test in eight Post Offices in the Capital (4) and Northern Virginia (4) Districts October 2016 through February 2017

### IMPLEMENTATION DATE:

- Expanded Pilot Test to begin May 5, 2017 to August 31, 2017

## Elimination of Extra Services Forms at Retail Offices Pilot Test

### 1. Why is the Postal Service eliminating the color-coded Extra Services forms at Retail Systems Software (RSS) Retail sites?

The Postal Service is continually looking for ways to reduce costs and leverage technology to grow revenue and enhance the customer experience. The advances in printer technology have enabled the printing of an Intelligent Mail package barcode (IMpb) label with the service type code for the product and Extra Service, thereby eliminating the need for affixing a color-coded, barcoded Extra Service label.

### 2. What color-coded Extra Services forms have been eliminated as part of this Pilot Test?

The following Extra Services forms will be eliminated:

- PS Form 153 – Signature Confirmation (Magenta)
- PS Form 3804 – Return Receipt For Merchandise (Brown)
- PS Form 3813 – Insured Mail Receipt (\$500 and under) (Black)
- PS Form 3813-P – Insured Mail Receipt (over \$500) (Blue)

### 3. Will the green PS Form 3811, Domestic Return Receipt remain available at retail test sites?

Yes. The green PS Form 3811, *Domestic Return Receipt*, will remain for customers who want an actual signature when their item is delivered.

### 4. Will the Extra Services themselves change?

No. The customer will receive the same Extra Services that they do when using color-coded forms.

### 5. If there is no designated color to identify the Extra Services, how will the Extra Services be identified?

The label will include human readable text above the IMpb and the Service Type Code (STC) in the barcode provides notifications related to the Extra Service to hand held devices and the Retail System Software (RSS). This is consistent with the shipping industry whereas shipping labels are black and white – not colored.

### 6. Will there be any changes to the scanning of these new labels?

No. The IMpb included in the label will still prompt the employee for the appropriate service.

### 7. The color-coded Extra Services forms also include a receipt portion for the customer. How will a customer obtain a receipt for the Extra Services purchased?

The RSS retail receipt will serve as the customer's receipt for the Extra Services purchased and includes the tracking number and destination ZIP Code.

### 8. Can customers still request a round date/postmark for their Extra Services?

Yes. The retail receipt will have the date printed. A round date/postmark can be placed at the top or bottom of receipt by the SSA for those customers requesting it.

### 9. How many Extra Services can be displayed on the retail receipt?

The Retail receipt has no specified limit of how many Extra Services can be displayed.

### 10. Is there an opportunity to provide feedback during the Pilot Test?

Yes. A link to an online survey has been established to gather feedback from both our customers purchasing Extra Services and Sales & Service Associates completing Extra Services transactions during the pilot test.

### 11. Are Retail Customer Experience (RCE) offices shopped during the Pilot Test?

Yes. During the initial pilot test conducted October 2016 – February 2017 there were no significant impacts on customer wait times. In fact, feedback from surveys indicated faster processing times. RCE locations will not be excluded for the expanded pilot test.

**12. Why are a limited amount of PS Forms 3813 and PS Forms 3813-P placed behind the retail counter during the pilot testing?**

The system will not print an IMpb label when insurance is purchased with First-Class Mail letters, large envelopes and parcels. These forms are to be used only for these two mail classes when insurance is added.

**13. Are manual retail sites within the district participating in this pilot test?**

No. Manual sites do not have the technology to support this initiative.

## Elimination of Extra Services Forms at Retail Offices Consumer Survey Questions

Dear Valued Customer,

Thank you for taking the time to provide your feedback on the Extra Service(s) you purchased today. Your feedback will help us to improve our service to our customers. You can either go to the website at <https://www.research.net/r/726XP2Y> or fill out the card and mail it back (no postage necessary to complete the survey. The survey should take roughly 2 minutes to complete.

Thank You!  
The United States Postal Service

1. Which Extra Service did you purchase today? Please select all that apply.
  - Insured Mail – for an amount less than \$500
  - Insured Mail – for an amount more than \$500
  - Return Receipt for Merchandise
  - Signature Confirmation
2. Which of these Extra Services have you purchased in the past 12 months? Please select all that apply.
  - Insured Mail - for an amount less than \$500
  - Insured Mail – for an amount more than \$500)
  - Return Receipt for Merchandise
  - Signature Confirmation
  - I have not purchased any of these Extra Services in the past 12 months
3. How satisfied were you with the experience of purchasing Extra Services without a form(s)? Please select one.
  - Very satisfied
  - Somewhat satisfied
  - Somewhat unsatisfied
  - Very unsatisfied
4. How easy or difficult was it to provide the information needed to the Sales & Service Associate for the Extra Services you purchased? Please select one.
  - Very easy
  - Somewhat easy
  - Somewhat difficult
  - Very Difficult
5. Which method of purchasing Extra Services do you prefer? Please select one.
  - With individual/separate color-coded Forms
  - At checkout/ Sales & Service Associate with one receipt
6. Which method takes less time to complete your purchase of Extra Services? Please select one.
  - Using color-coded Forms
  - At checkout with a Sales & Service Associate

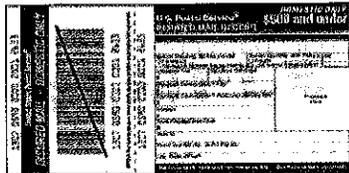
7. Eliminating the printing of forms for Extra Services helps preserve the environment. What impact does this have on your opinion of the United States Postal Service? Please select one.
- Positive impact
  - No impact
  - Negative impact
8. Please let us know if you have any other suggestions on processing the Extra Services you purchased today. Please write your answer below.
9. Do you have any other suggested improvements for the Extra Services you purchased? Please write your response next to the Extra Service you purchased.
- Insured Mail - for an amount less than \$500 -
  - Insured Mail - for an amount more than \$500 -
  - Return Receipt for Merchandise -
  - Signature Confirmation -
10. What is the ZIP Code of the post office where you purchased the Extra Services at today? Please write your answer below.
- ZIP Code: \_\_\_\_\_
  - I don't know the ZIP Code of the post office that I purchased the Extra Services at today

Thank you for your time in completing the survey! Your opinion matters!

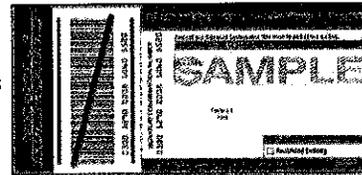
## Processing Extra Services Forms at Retail System Software (RSS) PILOT TEST SITES ONLY

The purpose of this SOP is to provide instructions on processing the following four Extra Services forms using Retail System Software (RSS) terminals:

**Insured Mail Receipt  
Domestic Only  
\$500 and Under  
PS Form 3813**



**Signature Confirmation™ Receipt  
PS Form 163**



**Insured Mail Receipt  
Domestic Only  
Over \$500  
PS Form 3813-P**



**Return Receipt for Merchandise  
PS Form 3804**



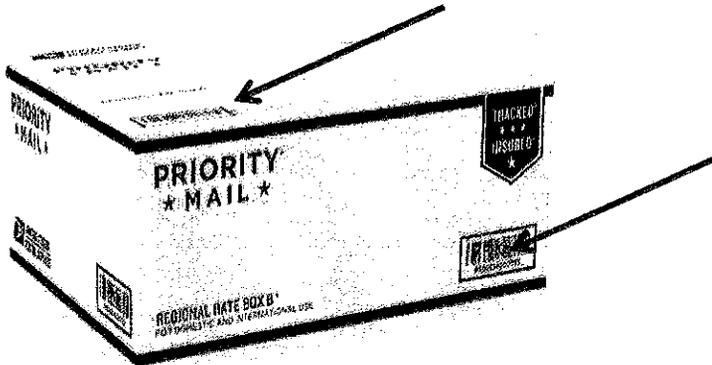
The elimination of the four Extra Services forms is a result of enhanced printer capabilities with RSS. The enhanced printer capabilities allow the Sales and Service Associate (SSA) to include the Service Type Code for the product and impacted Extra Services in the Intelligent Mail package barcode (IMpb) that is applied to the mailpiece. This eliminates the need to also affix the above hardcopy Extra Services color-coded forms to the mailpiece. Discontinuing use of the hardcopy forms at RSS sites will result in reducing employee confusion, cost reduction for the forms, scanning issues, unnecessary refunds, and claims processing.

### How to process Extra Services forms at RSS sites:

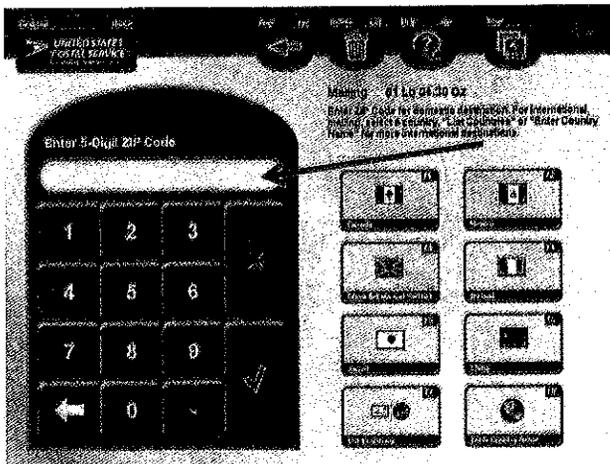
1. Place the item on the scale



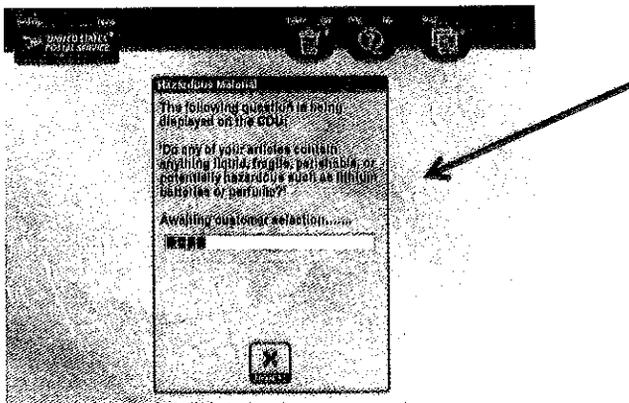
2. Scan the USPS Expedited Packaging Supply UPC barcode if available



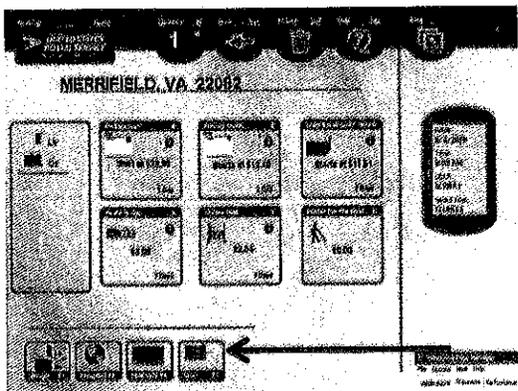
3. Type the 5-Digit ZIP Code and press the **Enter** on the keyboard.



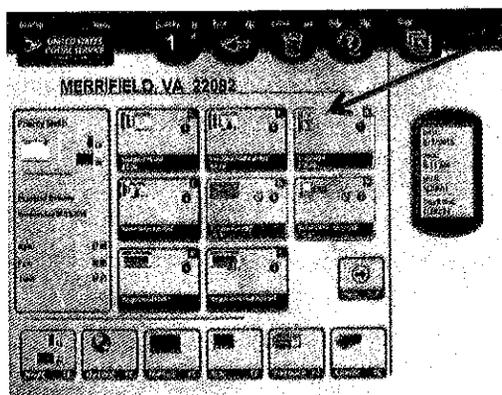
4. HAZMAT question will be displayed. Ask the customer the questions.



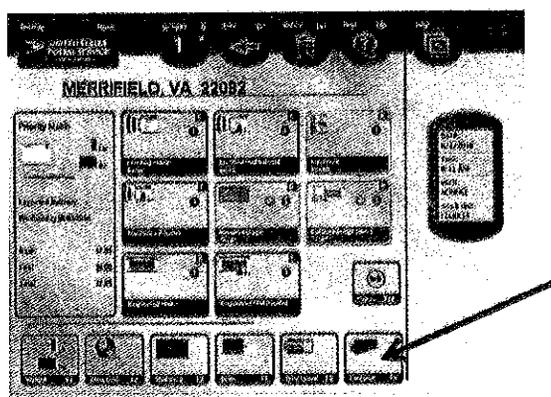
5. If an article is presented that is not in USPS packaging, select mail class. You may be asked to enter dimensions based on the mail class chosen.
  - a. Note: If the customer has already applied an Extra Services label, you can scan it here by pressing the scan button at the bottom of the screen.



6. Select Extra Service

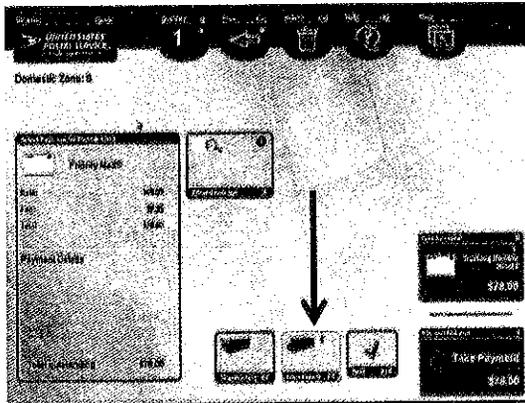


7. Select Continue

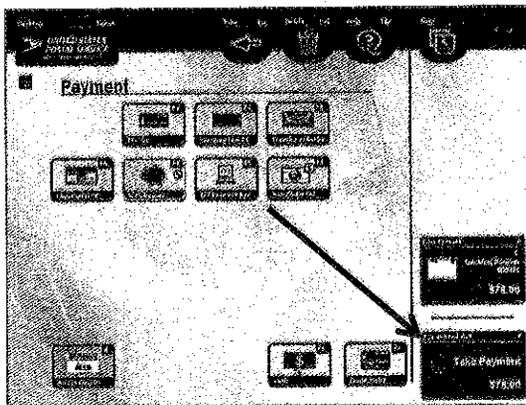




10. Verify the transaction and select **Print Labels**



11. If no additional items are being mailed, select **Pay and End Visit**



RECEIVED

APR 24 2017

Per \_\_\_\_\_

LABOR RELATIONS



April 20, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street  
Alexandria, Virginia 22314-2753

**Certified Mail Tracking Number:**  
7016 1370 0002 3014 6038

Dear Brian:

As a matter of general interest, the Postal Service intends to implement a nationwide decentralization of Computerized Forwarding Services (CFS) units by incorporating the unit into mail processing operations. The intent of this initiative is to improve the customer experience regarding mail forwarding services.

The Postal Service plans to pilot this concept beginning with the CFS unit located in the Merrifield, Virginia Processing & Distribution Center (P&DC). Currently, the Merrifield P&DC CFS unit processes forwarding mail for ten facilities that use the Postal Automated Redirection System (PARS). As part of the pilot, the CFS processing operations, currently processed at the Merrifield CFS Unit, will be relocated to the following nine PARS sites: Baltimore MD, Charleston WV, Charlotte NC, Dominic V Daniels NJ, Greensboro NC, Greenville SC, Pittsburgh PA, Raleigh NC, and Richmond VA. The CFS Operations for the tenth PARS site, Southern MD P&DC, will remain in Merrifield P&DC CFS Unit.

Additionally, the PARS/Flat Postal Automated Redirection System (FPARS) processing operation currently performed in the Southern Maryland P&DC, will be relocated to the Merrifield P&DC and forwarding mail processed by this operation will be conducted at the Merrifield P&DC.

This initiative will involve movement of equipment from the Southern MD P&DC and Human Resources (HR) complement impacts. Any impact on bargaining unit employees will be done in accordance with the collective bargaining agreements.

If you have any questions, please contact Judith Reeder of my staff at (202) 268-3577.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey Dean", written over a horizontal line.

Rickey Dean  
Manager  
Contract Administration (APWU)

LABOR RELATIONS

RECEIVED

APR 24 2017

Per \_\_\_\_\_



April 20, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service is creating two form letters for use when notifying injured-on-duty employees of determinations on available work.

The purpose of the letters is to provide standard notice to employees of their appeal rights if there is a determination of no work available or reduced work hours.

We have enclosed copies of the letters.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures

(Date)

(Name)

(Address)

(City, State, Zip+4)

**Subject: No Work Available; Notice of Appeal Rights**

This is notification that the Postal Service determined that there is no operationally necessary work available for you in the agreed-upon search area within your current medical restrictions. The Postal Service met with you **(insert the following if representative was present)** and your representative, **(name of representative)**, to discuss the situation and any available options.

In reaching this decision, the Postal Service considered your current medical restrictions and current operational needs. It also attempted to locate adequate available work within the designated search area that would meet your current medical restrictions. However, the Postal Service was still unable to locate adequate available work that you could perform with or without an accommodation.

This is not a disciplinary action, but rather an administrative action based on the above-referenced circumstances and is taken in accordance with the provisions of the Employee and Labor Relations Manual (ELM), the Federal Employees' Compensation Act (FECA), and other applicable rules and regulations.

#### Notice of Restoration Rights

Although there is currently no work available meeting your current medical restrictions, you will retain your restoration rights for your compensable injury. Depending upon the extent of any further recovery and in accordance with 5 U.S.C. § 8151, 5 C.F.R. part 353, and section 546 of the ELM, you will have additional opportunities to return to work with the Postal Service. If your medical restrictions improve and you are able to perform additional duties other than those that were set by your physician of record and were relied upon by the Postal Service, you should immediately notify **(insert name of Manager, Human Resources)**, so that new efforts will be made to locate available, adequate work meeting your improved medical restrictions.

#### Notice of Appeal Rights

You have the right to appeal this decision directly to the Merit Systems Protection Board ("MSPB"). You must submit your appeal to the MSPB no later than 30 days after the effective date of this decision or 30 days from your receipt of this decision, whichever is later. Your appeal must be filed with the MSPB at its office located at:

**[Appropriate MSPB Regional Office and address]**

You may also file an appeal electronically through the MSPB's website. If you do not submit your appeal on time, the MSPB will give you an opportunity to explain why it was filed late, but your appeal will be dismissed by the MSPB unless you have a good reason for missing the deadline. Attached is a copy of the MSPB appeal form. If you would like to review the MSPB regulations, they can be found at <http://www.mspb.gov> or you can request a hard copy of the MSPB regulations from **[local area HR or LR contact]**. If you decide to appeal directly to the MSPB, the name and contact information of the Postal Service representative to whom the MSPB should send its Acknowledgment Order and a copy of your appeal is:

**United States Postal Service**  
**[Area Law Office address]**

If you believe that this decision was (a) based on discrimination because of race, sex, religion, color, national origin, age, disability, or genetic information; or (b) made in retaliation for your complaining or opposing discrimination or your participation in any process designed to remedy discrimination, you have the option of raising those claims either in a MSPB appeal that includes your claim of discrimination, or by filing an EEO complaint of discrimination with the Postal Service. If you choose to file an EEO complaint of discrimination with the Postal Service, you must notify the Postal Service of your claim within 45 days of the effective date of this decision by calling 888-336-8777, TTY: 888-325-2914 and first participate in informal counseling with an EEO Counselor. If counseling does not resolve your claim, to continue the EEO complaint process you must file a formal EEO complaint within 15 days after you receive notice from your counselor of your right to file.

Please note: Filing an *informal* EEO complaint or participating in *informal* EEO counseling regarding this decision does not affect your ability to choose to appeal this decision directly to the MSPB as described above. However, once you have filed a *formal* EEO complaint with the Postal Service concerning this decision, you will no longer be entitled to file a challenge to this decision directly with the MSPB right away. Instead, you will have to wait until your formal EEO complaint is investigated and the Postal Service issues a final decision (or after 120 days from the day you filed a formal EEO complaint, whichever is sooner). At that point, you will then have the right to appeal to the MSPB, if you wish to do so. On the other hand, if you first file a direct appeal with the MSPB before you file a formal EEO complaint with the Postal Service, you will not be able to file a formal EEO complaint as part of the Postal Service's EEO process unless the MSPB dismisses your appeal without deciding your claim of discrimination (although you are always able to engage in informal EEO counseling).

As an alternative to the above procedures, you may bypass the administrative complaint process and file a civil action directly in an appropriate federal district court if your challenge to this decision is based on a claim of age discrimination. However, you must first provide the Equal Employment Opportunity Commission (EEOC) with a written notice of intent to sue under the Age Discrimination in Employment Act (ADEA). The notice of intent to sue must be filed with the EEOC within 180 calendar days of the alleged discriminatory action. If you file a timely notice of intent to sue with the EEOC, you must wait at least 30 calendar days before filing a civil action.

Finally, you may file a grievance under the procedures set out in Article 15 of the National Agreement. You must file your grievance within 14 calendar days of your receipt of this decision. Whether you file a grievance will not affect your right to appeal to the MSPB or the time in which you have to do so.

This decision will become effective \_\_\_\_\_, 20\_\_\_\_.

**THIS NOTICE IS BEING SENT TO YOU BY BOTH PRIORITY MAIL WITH DELIVERY CONFIRMATION AND REGULAR FIRST CLASS MAIL.**

(Name of Operations Manager)  
(title)  
(city, state, zip+4)

cc: Operations Manager  
Manager, Human Resources  
Manager, Health and Resource Management  
OWCP  
(Union/Association copy)  
IC File

**ATTACHMENTS MUST INCLUDE:**

**MSPB APPEAL FORM**

(Date)

(Name)

(Address)

(City, State, Zip+4)

**Subject: Limited Duty Work Available- Reduced Hours; Notice of Appeal Rights**

This is notification that the Postal Service determined that there is operationally necessary work available for you in the agreed-upon search area within your current medical restrictions; however, the limited duty work that is currently available entails a reduction in your working hours. The Postal Service met with you **(insert the following if representative was present)** and your representative, **(name of representative)**, to discuss the situation and any available options.

In reaching this decision, the Postal Service considered your current medical restrictions and current operational needs. It also attempted to locate adequate available work within the designated search area that would meet your current medical restrictions, without any reduction in hours. However, the Postal Service was still unable to locate adequate available work that you could perform with or without an accommodation, and without a reduction in hours.

Your assignment to work reduced hours is not a disciplinary action, but rather an administrative action based on the above-referenced circumstances and is taken in accordance with the provisions of the Employee and Labor Relations Manual (ELM), the Federal Employees' Compensation Act (FECA), and other applicable rules and regulations.

#### Notice of Restoration Rights

You will retain your restoration rights for your compensable injury, and a reduction in work hours may implicate those rights.

Depending upon the extent of any further recovery and in accordance with 5 U.S.C. § 8151, 5 C.F.R. part 353, and section 546 of the ELM, you will have additional opportunities to obtain work with the Postal Service, within your medical capabilities. If your medical restrictions improve and you are able to perform additional duties other than those that were set by your physician of record and were relied upon by the Postal Service, you should immediately notify **(insert name of Manager, Human Resources)**, so that new efforts will be made to locate available, adequate work meeting your improved medical restrictions.

#### Notice of Appeal Rights

You have the right to appeal this decision directly to the Merit Systems Protection Board ("MSPB"). You must submit your appeal to the MSPB no later than 30 days

after the effective date of this decision or 30 days from your receipt of this decision, whichever is later. Your appeal must be filed with the MSPB at its office located at:

**[Appropriate MSPB Regional Office and address]**

If you do not submit your appeal on time, the MSPB will give you an opportunity to explain why it was filed late, but your appeal will be dismissed by the MSPB unless you have a good reason for missing the deadline. Attached is a copy of the MSPB appeal form. If you would like to review the MSPB regulations, they can be found at <http://www.mspb.gov> or you can request a hard copy of the MSPB regulations from **[local area HR or LR contact]**. If you decide to appeal directly to the MSPB, the name and contact information of the Postal Service representative to whom the MSPB should send its Acknowledgment Order and a copy of your appeal is:

**[Area Law Office address]**

If you believe that this decision was (a) based on discrimination because of race, sex, religion, color, national origin, age, disability, or genetic information; or (b) made in retaliation for your complaining or opposing discrimination or your participation in any process designed to remedy discrimination, you have the option of raising those claims either in a MSPB appeal that includes your claim of discrimination, or by filing an EEO complaint of discrimination with the Postal Service. If you choose to file an EEO complaint of discrimination with the Postal Service, you must notify the Postal Service of your claim within 45 days of the effective date of this decision by calling 888-336-8777, TTY: 888-325-2914 and first participate in informal counseling with an EEO Counselor. If counseling does not resolve your claim, to continue the EEO complaint process you must file a formal EEO complaint within 15 days after you receive notice from your counselor of your right to file.

Please note: Filing an *informal* EEO complaint or participating in *informal* EEO counseling regarding this decision does not affect your ability to choose to appeal this decision directly to the MSPB as described above. However, once you have filed a *formal* EEO complaint with the Postal Service concerning this decision, you will no longer be entitled to file a challenge to this decision directly with the MSPB right away. Instead, you will have to wait until your formal EEO complaint is investigated and the Postal Service issues a final decision (or after 120 days from the day you filed a formal EEO complaint, whichever is sooner). At that point, you will then have the right to appeal to the MSPB, if you wish to do so. On the other hand, if you first file a direct appeal with the MSPB before you file a formal EEO complaint with the Postal Service, you will not be able to file a formal EEO complaint as part of the Postal Service's EEO process unless the MSPB dismisses your appeal without deciding your claim of discrimination (although you are always able

to engage in informal EEO counseling).

As an alternative to the above procedures, you may bypass the administrative complaint process and file a civil action directly in an appropriate federal district court if your challenge to this decision is based on a claim of age discrimination. However, you must first provide the Equal Employment Opportunity Commission (EEOC) with a written notice of intent to sue under the Age Discrimination in Employment Act (ADEA). The notice of intent to sue must be filed with the EEOC within 180 calendar days of the alleged discriminatory action. If you file a timely notice of intent to sue with the EEOC, you must wait at least 30 calendar days before filing a civil action.

Finally, you may file a grievance under the procedures set out in Article 15 of the National Agreement. You must file your grievance within 14 calendar days of your receipt of this decision. Whether you file a grievance will not affect your right to appeal to the MSPB or the time in which you have to do so.

This decision will become effective \_\_\_\_\_, 20\_\_.

**THIS NOTICE IS BEING SENT TO YOU BY BOTH PRIORITY MAIL WITH DELIVERY CONFIRMATION AND REGULAR FIRST CLASS MAIL.**

(Name of Operations Manager)  
(title)  
(city, state, zip+4)

cc: Operations Manager  
Manager, Human Resources  
Manager, Health and Resource Management  
OWCP  
(Union/Association copy)  
IC File

**ATTACHMENTS MUST INCLUDE:**

**MSPB APPEAL FORM**

RECEIVED

APR 24 2017

Per \_\_\_\_\_



April 21, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

The Postal Service proposes revisions to Management Instruction (MI) EL-430-2015-4, *Back Pay*.

Under the proposed revisions, any break in service of more than three days, including five-day breaks in service between appointments for certain non-career employees, will be considered a Qualifying Life Event (QLE) for enrollment purposes in the United States Health Benefits Plan.

We have enclosed:

- Two copies of the proposed revisions to Handbook EL-520, one with and one without changes identified
- A copy of a narrative explanation of the purpose and effect of the proposed changes from Erica Hayton, Manager, Benefits and Wellness

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to be "Alan S. Moore", written over a circular scribble.

Alan S. Moore  
Manager  
Labor Relations Policy and Programs



April 19, 2017

ALAN MOORE

Re: Revisions to Handbook EL-520, *Guide to USPS Health Benefits Plan*

We propose to revise Handbook EL-520, *Guide to USPS Health Benefits Plan*, to provide that any break in service of more than three days will be considered a qualifying life event (QLE) for USPS Health Benefits Plan (USPSHB) plan enrollment purposes. Current policy states that a break in service must be more than five days to be considered a QLE.

This will align our policies with those applicable to FEHB, which provides for any break in service of more than three days to be considered a QLE for purposes of enrolling in a health plan. This change will also provide our non-career workforce with additional opportunities to enroll in the USPSHB plan if not currently enrolled.

We have attached a copy of the draft revisions. Please contact me if you wish to discuss.

A handwritten signature in cursive script that reads "Erica Hayton".

Erica Hayton  
Manager, Benefits and Wellness  
Compensation & Benefits

# Enrollment, Change, and Cancellation Opportunities

## Opportunities to Enroll

---

All eligible employees may enroll (begin coverage) in the USPS Health Benefits Plan as follows:

- During the Open Season that begins each November.
- When certain qualifying life events occur. An election must be made within the time limits as specified in the Qualifying Life and Permitting Events Change Matrix found in this Guide.
- New Hires — CCAs, MHAs, PSEs, non-career rural carriers (except ARCs), and non-bargaining non-career employees (except casuals and Holiday Clerk Assistants (HCAs)) may elect USPS Health Benefits Plan coverage within 60 days of the date they were hired. Casuals may elect coverage within 60 days of the date they become eligible for coverage.
- Reappointment — Eligible employees ~~do not~~ have an opportunity to elect coverage if they are reappointed after a break in service of more than 3 days ~~the standard 5-day break in service between appointments, since plan enrollment continues during a 5-day break.~~ In the unlikely event that an eligible employee is reappointed after a break in service of more than 3 days ~~6 days or more and less than 13 weeks~~, then the employee has an opportunity to elect coverage within 60 days of the reappointment date. For those currently participating, plan enrollment continues during a break in service of 5 days or less. If an Casual employee is reappointed after a break of more than 13 weeks, then the employee will ~~be treated as a new hire~~ begin a new measurement period. See page 3 for details regarding the measurement period used to determine full-time status for Casuals.

## Opportunities to Change or Cancel Your Enrollment

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Once you have enrolled, you have an opportunity to change your enrollment (from Self Only to Self Plus One or Self and Family or vice versa) or cancel your enrollment as follows:

- During a subsequent Open Season (Open Seasons begin each November and last approximately 4 weeks).

- Other than Open Season, you may only change your enrollment from Self Only to Self Plus One or Self and Family when certain qualifying life events occur. You must make these elections within the time limits as specified in the Qualifying Life and Permitting Events Change Matrix found on page 28.
  - For non-career employees premiums are defaulted to being paid on an after-tax basis. Therefore, unless you elect the pre-tax payment of premiums, your premiums will be paid on an after-tax basis, and you can reduce your coverage tier from Self and Family or Self Plus One to Self Only or cancel your enrollment at any time — you do not have to have a qualifying life event.
  - If you elect the pre-tax payment of premiums, you may only reduce your coverage tier from Self and Family or Self Plus One to Self Only or cancel your enrollment as specified in the Qualifying Life and Permitting Events Change Matrix found on page 28.

## How to Enroll, Change or Cancel Your Enrollment

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The United States Postal Service uses *PostalEASE* to enter USPS Health Benefits Plan Open Season enrollments, changes, and cancellations and to enter New Hire enrollments. All the information you need for using *PostalEASE* is found on PS Form 3117, *PostalEASE USPS Health Benefits Plan Worksheet*, which you use to prepare to:

- Enroll
- Change Enrollment
- Cancel Enrollment
- Review or change your pending Open Season transaction
- Review or update your dependent information
- Review your current enrollment information
- Receive a copy of a health benefits election that was processed using *PostalEASE*

Open Season dates will be posted each year on the Open Season LiteBlue website at <http://liteblue.usps.gov/openseason>. Do not wait until late in the Open Season to enter your choice via *PostalEASE*. If you are already enrolled and you do nothing during Open Season, then your enrollment will continue. All Open Season Self Only enrollments, changes to Self Only coverage, and cancellations should be entered as employee self-service transactions using *PostalEASE*. Since dependent information is not required for Self Only coverage, such transactions are simple. Most Self Plus One and Self and Family enrollments can also be completed as employee self-service transactions, although they require additional information about your eligible family members. The easiest way to enroll is via the *PostalEASE* Employee Web, which is available through the LiteBlue page, Blue page, or on a kiosk.

## Enrollment, Change, and Cancellation Opportunities

*PostalEASE* provides the enrollment date, processing date, and effective date of your coverage when you complete your transaction. You may delete or change a pending transaction until it is processed. To prepare, first complete PS Form 3117, *PostalEASE USPS Health Benefits Plan Worksheet*, and follow the instructions carefully. All online, self-service transactions enable you to print a confirmation page for your records.

# Qualifying Life and Permitting Events Change Matrix

For consistency, since employees may be simultaneously eligible for the USPS Health Benefits Plan and FEHB, the USPS Health Benefits Plan Qualifying Life and Permitting Events Change Matrix is similar to the Table of Permissible Changes for FEHB. Benefit events are used to define and record an occurrence in an employee's life or job that relates to benefits, or an event in the USPS Health Benefits Plan's administration in benefit terms. Benefit events may have an effect on an employee's eligibility and/or his or her dependent's eligibility, coverage, or contribution deduction amount. Benefit events can be classified as employee driven changes, employer driven changes, or system generated changes. When an employee experiences a qualifying life event (QLE) as described in the Qualifying Life and Permitting Events Change Matrix, changes to the employee's USPS Health Benefits Plan coverage (including a change to Self Only and cancellation) and pre-tax payment of premium contribution elections may be permitted so long as they are because of and consistent with the QLEs. Be aware that time limits apply for requesting changes.

**Note:** An employee who is enrolled in FEHB and has a Qualifying Life Event may then have an opportunity to elect coverage under the USPS Health Benefits Plan.

***For non-career employees premiums are defaulted to be paid on an after-tax basis. Therefore, unless you elect the pre-tax payment of premiums, your premiums will be paid on an after-tax basis, and you can change your enrollment from Self and Family to Self Only, Self and Family to Self Plus One, Self Plus One to Self Only, or cancel your enrollment at any time – you do not have to have a qualifying life event.***

If you elect the pre-tax payment of premiums, you may only make a change in your enrollment in accordance with the Qualifying Life and Permitting Events Change Matrix.

If you have questions, contact the HRSSC by calling 877-477-3273, option 5; TTY 866-260-7507.

**Qualifying Life and Permitting Events Change Matrix**

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1A	Initial Opportunity to Enroll - New employee	Yes	N/A	N/A	Yes	Automatic unless you elect pre-tax payment of premiums	Within 60 days after becoming eligible <i>PostalEASE</i> Employee Self-Service is preferred way for you to make your election, not HRSSC
1B	Open Season	Yes	Yes	Yes	Yes	Yes	As announced by USPS <i>PostalEASE</i> Employee Self-Service is preferred way for you to make your election, not HRSSC
1C1	Birth, adoption, acquiring foster child or stepchild	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C2	Death of spouse	Yes	Yes	Yes	Yes	Yes	May enroll or change within 60 days after the change in family status
1C3	Death of an eligible dependent child	Yes	Yes	Yes	Yes	Yes	May enroll or change within 60 days after the change in family status
1C4	Dependent child now ineligible, for example: ■ Child reaches age 26 ■ Disabled child becomes capable of self-support	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C5	Marriage	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C6	Divorce or annulment	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1C7	QMSCO Add	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C8	QMSCO Revoked	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1D	Any change in employee's employment status that could result to entitlement to coverage, for example: <ul style="list-style-type: none"> <li>■ Reemployment after a break in service of more than 53 days</li> <li>■ Return to pay status from nonpay status, or return to receiving pay sufficient to cover premium withholdings, if coverage terminated (if coverage did not terminate, see 1G)</li> </ul>	Yes	N/A	N/A	Yes	Automatic unless waived	Within 60 days after employment status change
1E	Any change in employee's employment status that could affect the cost of insurance, including: <ul style="list-style-type: none"> <li>■ Change from temporary appointment with eligibility for coverage under 5 USC 8906a to appointment that permits receipt of government contribution</li> <li>■ Change from full time to part time or the reverse</li> </ul>	Yes	Yes	Yes	Yes	Yes	Within 60 days after employment status change

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1F	Employee restored to civilian position after serving in uniformed services <sup>2</sup>	Yes	Yes	Yes	Yes	Yes	Within 60 days after return to civilian position
1G	Employee, spouse or dependent: <ul style="list-style-type: none"> <li>■ Begins nonpay status or insufficient pay<sup>3</sup> or</li> <li>■ Ends nonpay status or insufficient pay if coverage continued</li> <li>■ (If employee's coverage terminated, see 1D)</li> <li>■ (If spouse's or dependent's coverage terminated, see 1M)</li> </ul>	No	No	Yes	Yes	Yes	Within 60 days after employment status change
1H	Salary of temporary employee insufficient to make withholdings for plan	N/A	No	Yes	Yes	Yes	Within 60 days after receiving notice from employing office
1I	Employee (or covered family member) enrolled in FEHB health maintenance organization (HMO) moves or becomes employed outside the geographic area from which the FEHB carrier accepts enrollments or, if already outside the area, moves further from this area. <sup>4</sup>	N/A	Yes	N/A (see 1M)	No (see 1M)	No (see 1M)	Upon notifying HRSSC of move
1J	Transfer from post of duty within a state of the United States or the District of Columbia to post of duty outside a State of the United States or District of Columbia, or reverse.	Yes	Yes	Yes	Yes	Yes	Within 60 days after arriving at new post. <i>Employees may enroll or change beginning 31 days before leaving the old post of duty.</i>

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1K	Separation from employment when the employee or employee's spouse is pregnant.	Yes	Yes	N/A	N/A	N/A	During the employee's final pay period
1L	Employee becomes entitled to Medicare and wants to change to another plan or option. <sup>5</sup>	No	No	N/A (see 1P)	N/A (see 1P)	N/A (see 1P)	Any time beginning on the 30th day before becoming eligible for Medicare. [Change may be made only once.]
1M	Employee or eligible family member loses coverage under FEHB or another group insurance plan including the following: <ul style="list-style-type: none"> <li>■ Loss of coverage under another FEHB enrollment due to termination, cancellation, or change to Self Only of the covering enrollment</li> <li>■ Loss of coverage due to termination of membership in employee organization sponsoring the FEHB plan<sup>6</sup></li> <li>■ Loss of coverage under another federally-sponsored health benefits program, including: TRICARE, Medicare, Indian Health Service</li> <li>■ Loss of coverage under Medicaid or similar State-sponsored program of medical assistance for the needy</li> </ul>	Yes	Yes	Yes	Yes	Yes	Within 60 days after loss of coverage. <i>Employees may enroll or change beginning 31 days before the event.</i>

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1M	Employee or eligible family member loses coverage under FEHB or another group insurance plan including the following (cont.): <ul style="list-style-type: none"> <li>■ Loss of coverage under a non-Federal health plan, including foreign, state or local government, private sector</li> <li>■ Loss of coverage due to change in worksite or residence (Employees in an FEHB HMO, also see 1I)</li> </ul>	Yes	Yes	Yes	Yes	Yes	Within 60 days after loss of coverage. <i>Employees may enroll or change beginning 31 days before the event.</i>
1N	Loss of coverage under a non-Federal group health plan because an employee moves out of the commuting area to accept another position and the employee's non-Federally employed spouse terminates employment to accompany the employee.	Yes	Yes	Yes	Yes	Yes	From 31 days before the employee leaves the commuting area to 180 days after arriving in the new commuting area.
1O	Employee or eligible family member loses coverage due to discontinuation in whole or part of FEHB plan <sup>7</sup>	Yes	Yes	Yes	Yes	Yes	During Open Season, unless OPM sets a different time

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1P	<p>Enrolled employee or eligible family member gains coverage under FEHB or another group insurance plan, including the following:</p> <ul style="list-style-type: none"> <li>■ Medicare (Employees who become eligible for Medicare and want to change plans or options, see 1L)</li> <li>■ TRICARE for Life, due to enrollment in Medicare</li> <li>■ TRICARE due to change in employment status, including: (1) entry into active military service, (2) retirement from reserve military service under chapter 67, title 10</li> <li>■ Health insurance acquired due to change of worksite or residence that affects eligibility for coverage</li> <li>■ Health insurance acquired due to spouse's or dependent's change in employment status (includes state, local or foreign government or private sector employment)<sup>8</sup></li> </ul>	No	No	Yes <sup>9</sup>	Yes	Yes	Within 60 days after QLE

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1Q	<p>Change in spouse's or dependent's coverage options under health plan other than the USPS Health Plan, for example:</p> <ul style="list-style-type: none"> <li>■ Employer starts or stops offering a different type of coverage (if no other coverage is available, also see 1M)</li> <li>■ Change in cost of coverage</li> <li>■ HMO adds a geographic service area that now makes spouse eligible to enroll in that HMO</li> <li>■ HMO removes a geographic area that makes spouse ineligible for coverage under that HMO, but other plans or options are available (If no other coverage is available, see 1M)</li> </ul>	No	No	Yes <sup>9</sup>	Yes	Yes	Within 60 days after QLE

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1R	Employee or eligible family member becomes eligible for assistance under Medicaid or a State Children's Health Insurance Program (CHIP).	Yes	Yes	Yes <sup>9</sup>	Yes	Yes	Within 60 days after the date employee or family member becomes eligible for assistance.

- <sup>1</sup> Employees may change to Self Only outside of Open Season only if the QLE caused the enrollee to be the last eligible family member under the enrollment. Employees may cancel enrollment outside of Open Season only if the QLE caused the enrollee and all the eligible family members to acquire other health insurance coverage. Employees paying premiums post-tax may cancel enrollment or change from Self and Family to Self Only at any time.
- <sup>2</sup> Employees who enter active military service are given the opportunity to terminate coverage. Additional information on the coverage of employees who return from active military service is available from the H.R. Shared Service Center, 877-477-3273, option 5; TTY 866-260-7507.
- <sup>3</sup> Employees who begin nonpay status or insufficient pay **must** be given an opportunity to elect to continue or terminate coverage.
- <sup>4</sup> This code reflects the FEHB regulation that gives employees enrolled in an FEHB HMO who **change from Self Only to Self and Family or from one plan or option to another** a different time frame than that allowed under 1M. For change to Self Only, cancellation, or change in premium conversion status see 1M.
- <sup>5</sup> This code reflects the FEHB regulation that gives employees enrolled in FEHB a one-time opportunity to change plans or options under a different timeframe than that allowed by 1P. For change to Self Only, cancellation, or change in premium conversion status, see 1P.
- <sup>6</sup> If employee's membership terminates, (e.g., for failure to pay membership dues), the employee organization will notify the agency to **terminate** the enrollment.
- <sup>7</sup> Employee's failure to select another FEHB plan is deemed a cancellation.
- <sup>8</sup> Under IRS rules, this includes start/stop of employment or nonpay status, strike or lockout, and change in worksite.
- <sup>9</sup> If pre-tax payment of premiums is elected, a decrease to Self Plus One coverage may be made only if the QLE leaves one eligible family member covered in addition to the enrollee. Employees may change to Self Only outside of Open Season only if the QLE caused all eligible family members to acquire other health insurance coverage. Employees may cancel enrollment outside of Open Season only if the QLE caused the enrollee and all eligible family members to acquire other health insurance coverage.

# Enrollment, Change, and Cancellation Opportunities

## Opportunities to Enroll

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All eligible employees may enroll (begin coverage) in the USPS Health Benefits Plan as follows:

- During the Open Season that begins each November.
- When certain qualifying life events occur. An election must be made within the time limits as specified in the Qualifying Life and Permitting Events Change Matrix found in this Guide.
- New Hires — CCAs, MHAs, PSEs, non-career rural carriers (except ARCs), and non-bargaining non-career employees (except casuals and Holiday Clerk Assistants (HCAs)) may elect USPS Health Benefits Plan coverage within 60 days of the date they were hired. Casuals may elect coverage within 60 days of the date they become eligible for coverage.
- Reappointment — Eligible employees have an opportunity to elect coverage if they are reappointed after a break in service of more than 3 days. In the event that an eligible employee is reappointed after a break in service of more than 3 days, then the employee has an opportunity to elect coverage within 60 days of the reappointment date. For those currently participating, plan enrollment continues during a break in service of 5 days or less. If a Casual employee is reappointed after a break of more than 13 weeks, then the employee will begin a new measurement period. See page 3 for details regarding the measurement periods used to determine full-time status for Casuals.

## Opportunities to Change or Cancel Your Enrollment

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Once you have enrolled, you have an opportunity to change your enrollment (from Self Only to Self Plus One or Self and Family or vice versa) or cancel your enrollment as follows:

- During a subsequent Open Season (Open Seasons begin each November and last approximately 4 weeks).

- Other than Open Season, you may only change your enrollment from Self Only to Self Plus One or Self and Family when certain qualifying life events occur. You must make these elections within the time limits as specified in the Qualifying Life and Permitting Events Change Matrix found on page 28.
  - For non-career employees premiums are defaulted to being paid on an after-tax basis. Therefore, unless you elect the pre-tax payment of premiums, your premiums will be paid on an after-tax basis, and you can reduce your coverage tier from Self and Family or Self Plus One to Self Only or cancel your enrollment at any time — you do not have to have a qualifying life event.
  - If you elect the pre-tax payment of premiums, you may only reduce your coverage tier from Self and Family or Self Plus One to Self Only or cancel your enrollment as specified in the Qualifying Life and Permitting Events Change Matrix found on page 28.

## How to Enroll, Change or Cancel Your Enrollment

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The United States Postal Service uses *PostalEASE* to enter USPS Health Benefits Plan Open Season enrollments, changes, and cancellations and to enter New Hire enrollments. All the information you need for using *PostalEASE* is found on PS Form 3117, *PostalEASE USPS Health Benefits Plan Worksheet*, which you use to prepare to:

- Enroll
- Change Enrollment
- Cancel Enrollment
- Review or change your pending Open Season transaction
- Review or update your dependent information
- Review your current enrollment information
- Receive a copy of a health benefits election that was processed using *PostalEASE*

Open Season dates will be posted each year on the Open Season LiteBlue website at <http://liteblue.usps.gov/openseason>. Do not wait until late in the Open Season to enter your choice via *PostalEASE*. If you are already enrolled and you do nothing during Open Season, then your enrollment will continue. All Open Season Self Only enrollments, changes to Self Only coverage, and cancellations should be entered as employee self-service transactions using *PostalEASE*. Since dependent information is not required for Self Only coverage, such transactions are simple. Most Self Plus One and Self and Family enrollments can also be completed as employee self-service transactions, although they require additional information about your eligible family members. The easiest way to enroll is via the *PostalEASE* Employee Web, which is available through the LiteBlue page, Blue page, or on a kiosk.

## Enrollment, Change, and Cancellation Opportunities

*PostalEASE* provides the enrollment date, processing date, and effective date of your coverage when you complete your transaction. You may delete or change a pending transaction until it is processed. To prepare, first complete PS Form 3117, *PostalEASE USPS Health Benefits Plan Worksheet*, and follow the instructions carefully. All online, self-service transactions enable you to print a confirmation page for your records.

# Qualifying Life and Permitting Events Change Matrix

For consistency, since employees may be simultaneously eligible for the USPS Health Benefits Plan and FEHB, the USPS Health Benefits Plan Qualifying Life and Permitting Events Change Matrix is similar to the Table of Permissible Changes for FEHB. Benefit events are used to define and record an occurrence in an employee's life or job that relates to benefits, or an event in the USPS Health Benefits Plan's administration in benefit terms. Benefit events may have an effect on an employee's eligibility and/or his or her dependent's eligibility, coverage, or contribution deduction amount. Benefit events can be classified as employee driven changes, employer driven changes, or system generated changes. When an employee experiences a qualifying life event (QLE) as described in the Qualifying Life and Permitting Events Change Matrix, changes to the employee's USPS Health Benefits Plan coverage (including a change to Self Only and cancellation) and pre-tax payment of premium contribution elections may be permitted so long as they are because of and consistent with the QLEs. Be aware that time limits apply for requesting changes.

**Note:** An employee who is enrolled in FEHB and has a Qualifying Life Event may then have an opportunity to elect coverage under the USPS Health Benefits Plan.

***For non-career employees premiums are defaulted to be paid on an after-tax basis. Therefore, unless you elect the pre-tax payment of premiums, your premiums will be paid on an after-tax basis, and you can change your enrollment from Self and Family to Self Only, Self and Family to Self Plus One, Self Plus One to Self Only, or cancel your enrollment at any time – you do not have to have a qualifying life event.***

If you elect the pre-tax payment of premiums, you may only make a change in your enrollment in accordance with the Qualifying Life and Permitting Events Change Matrix.

If you have questions, contact the HRSSC by calling 877-477-3273, option 5; TTY 866-260-7507.

**Qualifying Life and Permitting Events Change Matrix**

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1A	Initial Opportunity to Enroll - New employee	Yes	N/A	N/A	Yes	Automatic unless you elect pre-tax payment of premiums	Within 60 days after becoming eligible <i>PostalEASE</i> Employee Self-Service is preferred way for you to make your election, not HRSSC
1B	Open Season	Yes	Yes	Yes	Yes	Yes	As announced by USPS <i>PostalEASE</i> Employee Self-Service is preferred way for you to make your election, not HRSSC
1C1	Birth, adoption, acquiring foster child or stepchild	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C2	Death of spouse	Yes	Yes	Yes	Yes	Yes	May enroll or change within 60 days after the change in family status
1C3	Death of an eligible dependent child	Yes	Yes	Yes	Yes	Yes	May enroll or change within 60 days after the change in family status
1C4	Dependent child now ineligible, for example: <ul style="list-style-type: none"> <li>■ Child reaches age 26</li> <li>■ Disabled child becomes capable of self-support</li> </ul>	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C5	Marriage	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C6	Divorce or annulment	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1C7	QMSCO Add	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C8	QMSCO Revoked	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1D	Any change in employee's employment status that could result to entitlement to coverage, for example: <ul style="list-style-type: none"> <li>■ Reemployment after a break in service of more than 3 days</li> <li>■ Return to pay status from nonpay status, or return to receiving pay sufficient to cover premium withholdings, if coverage terminated (If coverage did not terminate, see 1G)</li> </ul>	Yes	N/A	N/A	Yes	Automatic unless waived	Within 60 days after employment status change
1E	Any change in employee's employment status that could affect the cost of insurance, including: <ul style="list-style-type: none"> <li>■ Change from temporary appointment with eligibility for coverage under 5 USC 8906a to appointment that permits receipt of government contribution</li> <li>■ Change from full time to part time or the reverse</li> </ul>	Yes	Yes	Yes	Yes	Yes	Within 60 days after employment status change

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1F	Employee restored to civilian position after serving in uniformed services <sup>2</sup>	Yes	Yes	Yes	Yes	Yes	Within 60 days after return to civilian position
1G	Employee, spouse or dependent: <ul style="list-style-type: none"> <li>■ Begins nonpay status or insufficient pay<sup>3</sup> or</li> <li>■ Ends nonpay status or insufficient pay if coverage continued</li> <li>■ (If employee's coverage terminated, see 1D)</li> <li>■ (If spouse's or dependent's coverage terminated, see 1M)</li> </ul>	No	No	Yes	Yes	Yes	Within 60 days after employment status change
1H	Salary of temporary employee insufficient to make withholdings for plan	N/A	No	Yes	Yes	Yes	Within 60 days after receiving notice from employing office
1I	Employee (or covered family member) enrolled in FEHB health maintenance organization (HMO) moves or becomes employed outside the geographic area from which the FEHB carrier accepts enrollments or, if already outside the area, moves further from this area. <sup>4</sup>	N/A	Yes	N/A (see 1M)	No (see 1M)	No (see 1M)	Upon notifying HRSSC of move
1J	Transfer from post of duty within a state of the United States or the District of Columbia to post of duty outside a State of the United States or District of Columbia, or reverse.	Yes	Yes	Yes	Yes	Yes	Within 60 days after arriving at new post. Employees may enroll or change beginning 31 days before leaving the old post of duty.

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1K	Separation from employment when the employee or employee's spouse is pregnant.	Yes	Yes	N/A	N/A	N/A	During the employee's final pay period
1L	Employee becomes entitled to Medicare and wants to change to another plan or option. <sup>5</sup>	No	No	N/A (see 1P)	N/A (see 1P)	N/A (see 1P)	Any time beginning on the 30th day before becoming eligible for Medicare. [Change may be made only once.]
1M	Employee or eligible family member loses coverage under FEHB or another group insurance plan including the following: <ul style="list-style-type: none"> <li>■ Loss of coverage under another FEHB enrollment due to termination, cancellation, or change to Self Only of the covering enrollment</li> <li>■ Loss of coverage due to termination of membership in employee organization sponsoring the FEHB plan<sup>6</sup></li> <li>■ Loss of coverage under another federally-sponsored health benefits program, including: TRICARE, Medicare, Indian Health Service</li> <li>■ Loss of coverage under Medicaid or similar State-sponsored program of medical assistance for the needy</li> </ul>	Yes	Yes	Yes	Yes	Yes	Within 60 days after loss of coverage. Employees may enroll or change beginning 31 days before the event.

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1M	<p>Employee or eligible family member loses coverage under FEHB or another group insurance plan including the following (cont.):</p> <ul style="list-style-type: none"> <li>■ Loss of coverage under a non-Federal health plan, including foreign, state or local government, private sector</li> <li>■ Loss of coverage due to change in worksite or residence (Employees in an FEHB HMO, also see 1I)</li> </ul>	Yes	Yes	Yes	Yes	Yes	<p>Within 60 days after loss of coverage.</p> <p><i>Employees may enroll or change beginning 31 days before the event.</i></p>
1N	<p>Loss of coverage under a non-Federal group health plan because an employee moves out of the commuting area to accept another position and the employee's non-Federally employed spouse terminates employment to accompany the employee.</p>	Yes	Yes	Yes	Yes	Yes	<p>From 31 days before the employee leaves the commuting area to 180 days after arriving in the new commuting area.</p>
1O	<p>Employee or eligible family member loses coverage due to discontinuation in whole or part of FEHB plan<sup>7</sup></p>	Yes	Yes	Yes	Yes	Yes	<p>During Open Season, unless OPM sets a different time</p>

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1P	<p>Enrolled employee or eligible family member gains coverage under FEHB or another group insurance plan, including the following:</p> <ul style="list-style-type: none"> <li>■ Medicare (Employees who become eligible for Medicare and want to change plans or options, see 1L)</li> <li>■ TRICARE for Life, due to enrollment in Medicare</li> <li>■ TRICARE due to change in employment status, including: (1) entry into active military service, (2) retirement from reserve military service under chapter 67, title 10</li> <li>■ Health insurance acquired due to change of worksite or residence that affects eligibility for coverage</li> <li>■ Health insurance acquired due to spouse's or dependent's change in employment status (includes state, local or foreign government or private sector employment)<sup>8</sup></li> </ul>	No	No	Yes <sup>9</sup>	Yes	Yes	Within 60 days after QLE

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1Q	<p>Change in spouse's or dependent's coverage options under health plan other than the USPS Health Plan, for example:</p> <ul style="list-style-type: none"> <li>■ Employer starts or stops offering a different type of coverage (If no other coverage is available, also see 1M)</li> <li>■ Change in cost of coverage</li> <li>■ HMO adds a geographic service area that now makes spouse eligible to enroll in that HMO</li> <li>■ HMO removes a geographic area that makes spouse ineligible for coverage under that HMO, but other plans or options are available (If no other coverage is available, see 1M)</li> </ul>	No	No	Yes <sup>9</sup>	Yes	Yes	Within 60 days after QLE



# NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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Phone (703) 836-9660

May 5, 2017

Mr. Bruce Nicholson  
Manager, Labor Relations Policy Administration  
United States Postal Service  
475 L'Enfant Plaza SW Room 9426  
Washington DC 20260-4101

**RE: Change in ELM Section 354.27 and PS Form 999**

Dear Bruce,

The National Association of Postal Supervisors (NAPS) is in receipt of your April 27, 2017 letter in response to our April 17 correspondence regarding the proposed ELM change to Section 354.27, *Establishing a Reinstatement List* and PS Form 999, *Application for Reinstatement List*. After review of the US Postal Service's rationale for these respective changes, NAPS is not in agreement with such changes.

The Postal Service claims the rationale for the change is that the program is under-utilized, not cost-effective and has not delivered the intended benefits. NAPS does not agree with the USPS' rationale for the following reasons:

- The Postal Service does not conduct a Reduction-in-Force (RIF) on a regular basis. Therefore, the *reinstatement list* program will not be used on a regular basis and will appear to be under-utilized.
- Because of the cooperation between NAPS and the USPS, past RIF impacted EAS have been placed in other EAS positions to avoid being RIF'd. Therefore, the number of EAS that would be notified of the opportunity to be placed on a *reinstatement list* is minimal as would be the cost.
- Though the *reinstatement list* is not achieving the US Postal Service's intended benefit, it is not only the benefit that matters but also the results. If the USPS can reinstate RIF'd EAS, the result is a benefit for the USPS in returning qualified and experienced EAS employees to work. As such, it eliminates the need to externally hire inexperienced people without USPS customer service or operational knowledge. Maintaining a *reinstatement list* of preference and non-preference eligible nonbargaining career employees is the ultimate benefit for the USPS.

Furthermore, NAPS does not agree with the Postal Service to only allowing nonbargaining career preference eligible employees, separated due to a Reduction-in-Force (RIF), to apply for the Reinstatement List (RL). Denying non-preference eligible career employees, including veterans, from applying for the RL may negatively impact the morale of currently employed EAS. It may also disengage current EAS from providing discretionary effort and detrimentally impact current continuous improvement efforts, especially if these respective EAS are informed they will no longer have the opportunity to apply for the *reinstatement list* if they are RIF'd.

As proposed, the USPS respective ELM Section 354.27 and PS Form 999 changes will allow the USPS to keep a smaller *reinstatement (specific) list*. NAPS is not in agreement with this decision. The newly proposed *reinstatement list* will now allow the USPS to hire externally at a lower salary rate if they do not have a sufficient number of qualified nonbargaining career preference eligible employees on the *reinstatement list*. Therefore, with the restricted *reinstatement list*, the USPS won't have a pool of qualified non-preference eligible nonbargaining employees to be considered for reinstatement. NAPS contends that such a change would be detrimental cost to the USPS in the form of training and operational efficiency by not maintaining a RL of nonbargaining career eligible employees who were RIF'd.

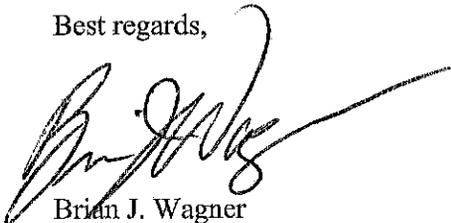
NAPS is also not in agreement with the Postal Service changing the timeline for requesting reinstatement from "no later than 30 days after the RIF effective date" to the "no later than the RIF effective date." Being separated due to a RIF can be an emotional time for a preference and non-preference eligible nonbargaining employee. Such employees need time to consider their options and discuss the matter with their families.

Therefore, NAPS recommends the Postal Service continue to allow all preference eligible and non-preference eligible nonbargaining unit employees to apply for the *Reinstatement List (RL)*. In addition, the Postal Service keep the original timeline to apply for the RL to 30 days after the RIF effective date.

Finally, the Postal Service is seeking legislation for postal reform to address various financial and operational issues, including adjustments to the prefunding of future retiree health benefits and Medicare Integration for all current postal employees and annuitants. In the event postal reform is not achieved, NAPS is concerned that the Postal Service may make major reductions in postal operations resulting in the near future that may include a Reduction-In-Force (RIF) of EAS positions. Therefore, NAPS does not consider it prudent at this time for the Postal Service to make any changes related to ELM Section 354.27, *Establishing a Reinstatement List* and PS Form 999, *Application for Reinstatement List*.

Please contact me if you should have any questions regarding the above. I look forward to your response to our NAPS recommendations to this respective ELM Section 354.27, *Establishing a Reinstatement List* and PS Form 999, *Application for Reinstatement List* issue.

Best regards,



Brian J. Wagner  
National President



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April 27, 2017

Brian J. Wagner  
President  
National Association of Postal  
Supervisors  
1727 King Street Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

This is in response to your April 17 correspondence concerning the Postal Service's proposed revisions to Employee and Labor Relations Manual (ELM), Section 354.27, *Establishing a Reinstatement List* and PS Form 999, *Application for Reinstatement List*. The management associations were provided notice of the proposed revisions pursuant to Title 39, U.S. Code, § 1004(d), by letter dated April 7, 2017.

The rationale for the proposed revisions is due to the under-utilization of the program. The program has not been cost-effective and has not delivered the intended benefits. The reinstatement list will continue to be available to preference eligible employees during a reduction-in-force.

Please contact me if you wish to discuss or if you have questions concerning this matter.

Sincerely,

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration



# NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

*National Headquarters*  
1727 KING STREET, SUITE 400  
ALEXANDRIA, VA 22314-2753  
Phone (703) 836-9660

April 17, 2017

Mr. Bruce Nicholson  
Manager, Labor Relations Policy Administration  
United States Postal Service  
475 L'Enfant Plaza SW Room 9426  
Washington DC 20260-4101

**RE: Change in ELM Section 354.27 and PS Form 999**

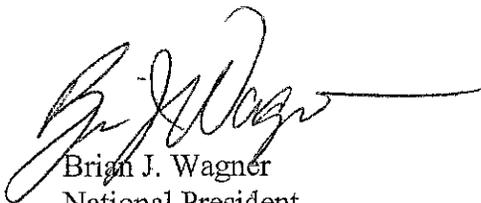
Dear Bruce,

The National Association of Postal Supervisors (NAPS) is in receipt of an April 7, 2017 letter from Alan Moore, Manager Labor Relations Policy and Programs, regarding an ELM change to Section 354.27, *Establishing a Reinstatement List* and PS Form 999, *Application for Reinstatement List*. Thank you for providing NAPS with advanced notice of this proposed change and the opportunity to provide input and recommendations.

However, to ensure NAPS provides due diligence in reviewing this respective ELM and PS Form 999 change and a possible recommendation to the USPS, we would like to know the reason(s) for the respective changes. Therefore, NAPS is requesting the Postal Service's rationale behind the proposed change in ELM Section 354.27, *Establishing a Reinstatement List* and PS Form 999, *Application for Reinstatement List*.

We look forward to the USPS response. Thank you for your time.

Best regards,



Brian J. Wagner  
National President

LABOR RELATIONS



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EXEC VP: [Signature]  
SECY: [Signature]

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APR 10 2017

Per \_\_\_\_\_

April 7, 2017

To File \_\_\_\_\_ certified mail tracking number  
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Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

The Postal Service proposes revisions to Employee and Labor Relations Manual (ELM), Section 354.27, *Establishing a Reinstatement List* and PS Form 999, *Application for Reinstatement List*.

The purpose of the revisions is to establish that only preference eligible employees may apply to be on the reinstatement list during a reduction in force.

Pursuant to Title 39, U.S. Code, Section 1004(d) we have enclosed:

- Two copies of the proposed ELM, Section 354.27 final draft, one with and one without revisions identified.
- Two copies of the proposed PS Form 999, one with and one without revisions identified.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures

### 354.27 Establishing a Reinstatement List

#### 354.271 Providing Priority Consideration to Employees

A reinstatement list (RL) identifies career preference-eligible employees who are eligible for priority consideration for reinstatement to the Postal Service because they those eligible career nonbargaining employees who have been separated as a result of due to a reduction-in-force (RIF).

Human Resources The establishes an RL the day after is established on the 31st day following the RIF effective date, if the Postal Service finds provided one or more employees have been found eligible for placement on the RL. The RL remains in effect for two years following its establishment, or until no eligible employees remain on the RL, whichever is earlier.

Note: Acceptance of an employee's PS Form 999, Application for Reinstatement List, and placement on the RL. The following actions does not guarantee former an employee's reinstatement to the Postal Service.

- a. Acceptance of an employee's PS Form 999, Application for Reinstatement List; and
- b. Placement on the RL.

#### 354.272 Determining Employee Eligibility

A career Eemployees areis eligible to befor placement on an RL if all the followingconditions below occurs:

- a. The employee is preference eligible for RIF purposes, as defined in 354.215.
- b. They employee received a specific RIF notice indicating that he or shethey will be separated from the Postal Service, and that notice has not been canceled or rescinded. are subsequently separated on their RIF effective date. An Eemployees who retires on or beforeafter their RIF effective date areis eligible for placement on the RL, provided they or she meets all other eligibility requirements.
- c. The employee does not refuse an offer of a position under 5 C.F.R. part 351, subpart G, with the same type of work schedule and with a representative rate at least as high as that of the position from which the employee was or will be separated.
- a.d. Their employee's last merit performance rating of record before separation was above Unacceptable better than a non-contributor for RIF purposes or its equivalent.
- b.e. They employee submits theira PS Form 999 no later than 30 days after their RIF effective date.
- e.f. They employee is are found at least minimally qualified by the primary placement administrator for one or more of the positions identified on their PS Form 999.

### 354.273 Considering Employees on a Reinstatement List

Provisions for reinstatement list consideration are as follows:

- a. Before external advertisement, the Postal Service provides initial consideration to eligible RL applicants for a vacant position. ~~Eligible RL applicants are provided initial consideration before advertisement of a vacant position within their competitive area and all other competitive areas within commuting distance not undergoing an organizational change/a RIF action. (the reinstatement list area of consideration (RLAC)).~~ Consideration is limited to those applicants who ~~have been found~~ are at least *minimally qualified* for the vacant position, ~~by the primary placement administrator.~~

*Note:* A vacant position does not include positions that are filled through other special programs such as one of the following:

- ~~The~~ restoration of individuals who served in the uniformed services, and
- ~~The~~ reemployment or reassignment of employees injured on duty who recover within one year.

- b. Human Resources maintains the RL and checks the list before publishing external job postings.

~~b.c.~~ Positions identified by eligible RL applicants on their Form 999 for which they have been found at least *minimally qualified* ~~by the primary placement administrator~~ must be:

1. Authorized positions, ~~within and the RLAC.~~
2. At the same or lower grade level (or representative rate ~~for PCES employees~~) as the positions held before separation due to a RIF action.

~~e.d.~~ Human Resources determines if an otherwise ~~After initial consideration,~~ eligible RL applicants ~~may either be given further consideration for the identified vacant position on a competitive or noncompetitive basis, or not to be at least considered further. A decision to not consider an applicant further for a particular vacancy does not impact the applicant's standing on the RL. This decision does not prevent the applicant from being considered for a similar vacant position at a later date or for any other position that the applicant has been found eligible to be considered for on the RL~~ minimally qualified for a position identified on his or her PS Form 999, the Postal Service must offer the applicant the position before considering external applicants.

### 354.274 Removing Former Employees From a Reinstatement List

Human Resources removes an former employee's name from the RL in the following situations:

- ~~a. Names of former employees are taken off the RL, if they:~~
  - ~~1.a. The former employee accepts a career appointment with the Postal Service or other federal agency;~~
  - ~~2.b. The former employee voluntarily requests, in writing to Human Resources, to have his or her/their names removed from the RL;~~
  - ~~3.c. The employee fails to provide Human Resources with any changes in his or her address or telephone number, preventing Human Resources from contacting the employee about potential employment opportunities; or Decline or fail to reply to a written or telephone notification concerning an employment opportunity to a specific position identified on the RL.~~
- ~~d. Human Resources tries to contact the former employee about a position with a representative rate at least as high as the representative rate of the position from which the former employee was separated, and the employee does one of the following:~~
  - ~~1. Declines the position, an interview or~~
  - ~~2. Fails to respond, or~~
  - ~~4.3. fFails to appear for an scheduled interview, provided they are notified in advance of the interview, and do not/without taking reasonable steps action to reschedule the interview.~~
- ~~5. Fail to provide the placement administrator with any changes in their address or telephone number and thus prevent contact concerning potential employment opportunities.~~

# ELM Issue 39 - Employee and Labor Relations Manual

## **354.27 Establishing a Reinstatement List**

### **354.271 Providing Priority Consideration to Employees**

A reinstatement list (RL) identifies career preference-eligible employees who are eligible for priority consideration for reinstatement to the Postal Service because they have been separated as a result of a reduction-in-force (RIF).

Human Resources establishes an RL the day after the RIF effective date if the Postal Service finds one or more employees eligible for placement on the RL. The RL remains in effect for two years following its establishment or until no eligible employees remain on the RL, whichever is earlier.

**Note:** The following actions do not guarantee an employee's reinstatement to the Postal Service:

- a. Acceptance of an employee's PS Form 999, *Application for Reinstatement List*; and
- b. Placement of the employee on the RL.

### **354.272 Determining Employee Eligibility**

A career employee is eligible for placement on an RL if all the conditions listed below occur:

- a. The employee is preference eligible for RIF purposes, as defined in 354.215.
- b. The employee received a specific RIF notice indicating that he or she will be separated from the Postal Service, and that notice has not been canceled or rescinded. An employee who retires on or before the RIF effective date is eligible for placement on the RL, provided he or she meets all other eligibility requirements.
- c. The employee does not refuse an offer of a position under 5 C.F.R. part 351, subpart G, with the same type of work schedule and with a representative rate at least as high as that of the position from which the employee was or will be separated.
- d. The employee's last merit performance rating of record before separation was better than a non-contributor for RIF purposes or its equivalent.
- e. The employee submits a PS Form 999 no later than the RIF effective date.
- f. The employee is at least *minimally qualified* for one or more of the positions identified on the PS Form 999.

# ELM Issue 39 - Employee and Labor Relations Manual

## 354.273 Considering Employees on a Reinstatement List

Provisions for reinstatement list consideration are as follows:

- a. Before external advertisement, the Postal Service provides initial consideration to eligible RL applicants for a vacant position within their competitive area and all other competitive areas within commuting distance not undergoing an organizational change/RIF action. Consideration is limited to those applicants who are at least *minimally qualified* for the vacant position.

**Note:** A vacant position does not include positions that the Postal Service fills through other special programs, such as one of the following:

- The restoration of individuals who served in the uniformed services, and
  - The reemployment or reassignment of employees injured on duty who recover within one year.
- b. Human Resources maintains the RL and checks the list before publishing external job postings.
  - c. Positions identified by eligible RL applicants on their PS Form 999, for which they are at least *minimally qualified*, must be:
    1. Authorized positions; and
    2. At the same or lower grade level (or representative rate) as the position held before separation due to a RIF action.
  - d. Human Resources determines if an otherwise eligible RL applicant is found to be at least *minimally qualified* for a position identified on his or her PS Form 999, the Postal Service must offer the applicant the position before considering external applicants.

## 354.274 Removing Employees From a Reinstatement List

Human Resources removes an employee's name from the RL in the following situations:

- a. The employee accepts a career appointment with the Postal Service or another federal agency;
- b. The employee voluntarily requests, in writing to Human Resources, to have his or her name removed from the RL;
- c. The employee fails to provide Human Resources with any changes in his or her address or telephone number, preventing Human Resources from contacting the employee about potential employment opportunities; or
- d. Human Resources tries to contact the employee about a position with a representative rate at least as high as the representative rate of the position from which the employee was separated, and the employee does one of the following:
  - (1) Declines the position,
  - (2) Fails to respond, or
  - (3) Fails to appear for an interview without taking reasonable steps to reschedule the interview.



## Instructions

Completing on of this application and submission-mailing it to Human Resources your placement-administrator with a postmark no later than the within 30 days following your reduction Reduction-in-in-force Force (RIF) effective date (including the 30- day extension in a non-duty/non-pay status, if any), indicates your interest in being given-considered-ation for reinstatement with the U.S. Postal Service.

You must meet all of the eligibility requirements below to be placed on the Reinstatement List (RL) in your competitive area:

1. You are a career non-bargaining unit employee who is veterans' preference eligible as defined in section 354.215 of the Employee and Labor Relations Manual (ELM) was separated due to a reduction in force on your RIF effective date (Note: veterans preference eligible E employees who retire on or after their RIF effective date continue to be eligible to participate on the RL.);
2. Your last merit performance rating/designation of record before separation was above Unacceptable better than a Non-Contributor (NC) for RIF purposes or its equivalent;
3. Your completed application is mailed and postmarked received by your placement administrator within 30 days following no later than theyour RIF effective date; and
4. You are found minimally qualified for the positions identified on your application.

You must identify in the *Position Information* section of the application, those positions you are qualified for and interested in obtaining. You will be considered for authorized positions you list at the **same or lower grade** (or representative rate for PCES employees) as the position you held prior to your RIF separation date. Your placement administrator will assist you in identifying positions and determining whether you meet the minimum qualifications. Your placement administrator

can also provide the position titles, grades, and occupation codes for those positions that you wish to be considered for on your application.

Even though you are placed on the RL for Consideration for reinstatement includes your competitive area, the area of consideration for reinstatement only covers Postal organizations in your competitive area in approximately a 50-mile radius around the location where you were domiciled from which you were separated and those competitive areas within commuting distance that are not undergoing a RIF. Postal organizations that are in RIF or RIF avoidance are excluded.

If you meet the eligibility requirements for placement on the Reinstatement List RL, you will remain on the list for two years from the date the list was established or until you are disqualified, whichever is earlier. You can be disqualified from continuing on the list for any of the following reasons:

1. You request, in writing to Human Resources, removal of your name from the list;
2. You receive a career appointment with the U.S. Postal Service or a permanent position with another federal agency;
3. You decline or fail to reply to an inquiry concerning a specific position you identified on your RL application within 10 calendar days of receipt;
4. You decline an interview or fail to appear for a scheduled interview; provided you are notified reasonably in advance of the interview and you did not take any action to reschedule your interview;
5. You fail to provide your placement administrator Human Resources with any changes in your address or telephone number that prevents reasonable contact with you concerning potential employment opportunities.

**You must attach to your eCareer Profile application, pages 1 and 2 of Form 991, Application for Promotion or Assignment. From any computer, type www.liteblue.usps.gov into address bar. Use Employee ID and USPS PIN to login. Under Employee Resources Click on eCareer on the right side; Click on Apply for EAS Jobs; Click on Candidate Profile. Be sure to complete this before your RIF effective date.**

**PRIVACY ACT STATEMENT:** The information provided may be used by Postal Service selecting officials for decision-making purposes when former employees apply for consideration for reinstatement after being separated due to a reduction-in-force. Collection is authorized by 39 U.S.C. 401, 410, 1001, 1005, and 1206. Providing the information is voluntary, but if not provided, we may not be able to process your application. We may disclose your information as follows: in relevant legal proceedings; to law enforcement when the U.S. Postal Service (USPS) or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities or individuals under contract with USPS (service providers); to entities authorized to perform audits; to labor organizations as required by

~~law; to federal, state, local or foreign government agencies regarding personnel matters; to the Equal Employment Opportunity Commission; the Merit Systems Protection Board or Office of Special Counsel, and to the Selective Service System. For more information regarding our privacy policies, visit [www.usps.com/privacypolicy](http://www.usps.com/privacypolicy). The collection of this information is authorized by Public Law 92-261, 39 USC 401 and 1001. This information may be used to provide Postal Service (USPS) selecting officials and appointing official with decision-making information to consider former employees separated due to a reduction in force for reinstatement. As a routine use, the information may be disclosed to an appropriate government agency, domestic or foreign, for law enforcement purposes; where pertinent, in a legal proceeding to which the USPS is a party or has an interest; to a government agency in order to obtain information relevant to a USPS decision concerning employment, security clearances, contracts, licenses, grants, permits or other benefits; to a government agency upon its request when relevant to its decision concerning employment, security clearances, security or suitability investigations, contracts, licenses, grants or other benefits; to a congressional office at your request; to an expert, consultant, or other person under contract with the USPS to fulfill an agency function; to the Federal Records Center for storage; to the Office of Management and Budget for review of private relief legislation; to an independent certified public accountant during an official audit of USPS finances; to an investigator, administrative judge or complaints examiner appointed by the Equal Employment Opportunity Commission for investigation of a formal EEO complaint under 29 CFR 1614; to the Merit Systems Protection Board or Office of Special Counsel for proceedings or investigations involving personnel practices and other matters within their jurisdiction; and to a labor organization as required by the National Labor Relations Act (this routine use does not apply to Postmaster Selection Program Records). Completion of this form is voluntary; however, if this information is not provided, you will not be eligible for placement on your competitive area's Reinstatement List.~~

**COMPUTER MATCHING:** Limited information may be disclosed to a Federal, state, or local government administering benefits or other programs pursuant to statute for the purpose of conducting computer matching programs under the Act. These programs include, but are not limited to, matches performed to verify an individual's initial or continuing eligibility for, indebtedness to, or compliance with requirements of a benefit program.

**WARNING: ANY PERSON WHO KNOWINGLY SUBMITS A FALSE STATEMENT TO THE POSTAL SERVICE MAY BE SUBJECT TO CRIMINAL AND/OR CIVIL PENALTIES.**

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## Instructions

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Completing this application and mailing it to Human Resources with a postmark no later than the Reduction-In-Force (RIF) effective date (including the 30-day extension in a non-duty/non-pay status, if any), indicates your interest in being considered for reinstatement with the U.S. Postal Service.

You must meet all of the eligibility requirements below to be placed on the Reinstatement List (RL) in your competitive area:

1. You are a career non-bargaining unit employee who is veterans' preference eligible as defined in section 354.215 of the Employee and Labor Relations Manual (ELM) (Note: veterans preference eligible employees who retire on or after their RIF effective date continue to be eligible to participate on the RL.).
2. Your last merit performance rating/designation of record before separation was better than a *Non-Contributor (NC)* for RIF purposes or its equivalent.
3. Your completed application is mailed and postmarked no later than the RIF effective date.

You will be considered for positions you list at the **same or lower grade** as the position you held prior to your RIF separation date.

Even though you are placed on the RL for your competitive area, the area of consideration for reinstatement only covers Postal organizations in your competitive area in approximately a 50-mile radius around the location where you were domiciled. Postal organizations that are in RIF or RIF avoidance are excluded.

If you meet the eligibility requirements for placement on the RL, you will remain on the list for two years from the date the list was established or until you are disqualified, whichever is earlier. You can be disqualified from continuing on the list for any of the following reasons:

1. You request, in writing to Human Resources, removal of your name from the list.
2. You receive a career appointment with the Postal Service or a permanent position with another federal agency.
3. You decline or fail to reply to an inquiry concerning a specific position you identified on your RL application within 10 calendar days of receipt.
4. You decline an interview or fail to appear for a scheduled interview; provided you are notified reasonably in advance of the interview and you did not take any action to reschedule your interview.
5. You fail to provide Human Resources with any changes in your address or telephone number that prevents reasonable contact with you concerning potential employment opportunities.

**You must attach to your eCareer Profile. From any computer, type [www.liteblue.usps.gov](http://www.liteblue.usps.gov) into address bar. Use Employee ID and USPS PIN to login. Under Employee Resources Click on eCareer on the right side; Click on Apply for EAS Jobs; Click on Candidate Profile. Be sure to complete this before your RIF effective date.**

**PRIVACY ACT STATEMENT:** The information provided may be used by Postal Service selecting officials for decision-making purposes when former employees apply for consideration for reinstatement after being separated due to a reduction-in-force. Collection is authorized by 39 U.S.C. 401, 410, 1001, 1005, and 1206. Providing the information is voluntary, but if not provided, we may not be able to process your application. We may disclose your information as follows: in relevant legal proceedings; to law enforcement when the U.S. Postal Service (USPS) or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities or individuals under contract with USPS (service providers); to entities authorized to perform audits; to labor organizations as required by law; to federal, state, local or foreign government agencies regarding personnel matters; to the Equal Employment Opportunity Commission; the Merit Systems Protection Board or Office of Special Counsel, and to the Selective Service System. For more information regarding our privacy policies, visit [www.usps.com/privacypolicy](http://www.usps.com/privacypolicy).

**COMPUTER MATCHING:** Limited information may be disclosed to a Federal, state, or local government administering benefits or other programs pursuant to statute for the purpose of conducting computer matching programs under the Act. These programs include, but are not limited to, matches performed to verify an individual's initial or continuing eligibility for, indebtedness to, or compliance with requirements of a benefit program.

**WARNING: ANY PERSON WHO KNOWINGLY SUBMITS A FALSE STATEMENT TO THE POSTAL SERVICE MAY BE SUBJECT TO CRIMINAL AND/OR CIVIL PENALTIES.**

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LABOR RELATIONS



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MAY 03 2017

Per \_\_\_\_\_

May 1, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service has created several promotional resources related to its Retiree e-Newsletter.

These promotional materials will be distributed several ways, including through social media, AARP publications, and advertisements in local newspapers.

We have enclosed an electronic disc which contains a copy of each resource, and a memo from Erica Hayton, Manager, Benefits and Wellness, that discusses these resources. Additionally, each employee organization is welcome to distribute copies of the subject resources to its membership.

If you have any questions concerning the foregoing, please contact Bruce Nicholson at extension 7773.

Sincerely,

Alan S. Moore  
Manager  
Labor Relations Policy & Programs

Enclosures

**NOTE: A copy of the resources from the electronic disc are attached.**



May 1, 2017

Employee Organization Stakeholders,

Last fall we announced the introduction of our Retiree E-Newsletter. The goal of this newsletter is to share timely and valuable benefits and wellness information with our Postal retirees. Since launching the newsletter last fall we've covered topics including making the most of Open Season, ways to maintain a healthy heart, and how to avoid scams aimed at older adults.

We have approximately 10,000 people signed up for our newsletter to date. We'd like to see ten times that number, if not more. To increase our subscriber base, over the next several months we will be exploring the following avenues to promote our Retiree E-Newsletter:

- Social media
- Postal news sites (e.g. Postal Employee Network)
- Audio news releases for radio
- AARP websites/publications
- Articles, letters to the editor and/or advertisements in local newspapers

However, we continue to need your support making this newsletter a success!

First, if you have suggestions for potential articles, please let us know. We want to ensure our content is meaningful for our retirees.

Second, we need your help promoting the newsletter to your retired members. To assist, I've enclosed a flyer, social media graphic, PowerPoint presentation slide (which can be added to any PowerPoint presentation), and sample communications, all of which you are welcome to use during meetings, in newsletters, on your website or social media channels, or in any other way you reach your members.

I believe with your help we can better support our Postal retirees in making decisions that protect their financial and physical health and improve their overall wellbeing. I look forward to hearing from your organization.

A handwritten signature in cursive script that reads "Erica Hayton".

Erica Hayton  
Manager, Benefits & Wellness

Announcing the  
**RETIREE  
E-NEWSLETTER**

Subscribe to the new  
**Retiree E-Newsletter**  
to receive the latest information about your  
postal benefits!

Visit  
**[www.keepingposted.org](http://www.keepingposted.org)**  
to subscribe today!





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## WELLNESS COMMUNICATIONS

### **KeepingPosted.org & Retiree E-Newsletter**

*Use the sample communications below to encourage Postal Service soon-to-be retirees or current retirees to sign up for the USPS Retiree E-Newsletter and visit [keepingposted.org](http://keepingposted.org)! Content is provided in a variety of character lengths to support multiple communication channels.*

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#### **Less than 140 characters**

Did you know that there is a website and e-newsletter just for USPS retirees? Sign up today at [www.keepingposted.org](http://www.keepingposted.org).

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#### **Less than 250 characters**

Just for USPS retirees: Did you know that there is a website and e-newsletter with information on benefits and resources that may be valuable to you as a retiree? Visit [www.keepingposted.org](http://www.keepingposted.org) today and sign up for the Retiree E- Newsletter!

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#### **Less than 500 characters**

Did you know there is a website just for USPS retirees? It's called KeepingPosted.org and includes important information on your health and retirement benefits, as well as resources that may be valuable to you as a retiree. This site has all the information you need to stay current with what's happening at the Postal Service. Even better, you can sign up and receive the USPS Retiree E-Newsletter and get monthly updates on current hot topics. Check out [www.keepingposted.org](http://www.keepingposted.org) today!

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#### **Less than 750 characters**

Did you know there is a website just for USPS retirees? It's called KeepingPosted.org and includes important information on your health and retirement benefits, as well as resources that may be valuable to you as a retiree. This site has all the information you need to stay current with what's happening at the Postal Service. Even better, you can sign up for the USPS Retiree E-Newsletter to get monthly updates on current hot topics. You can enjoy retirement and still stay up to date with KeepingPosted.org. Check it out today at [www.keepingposted.org](http://www.keepingposted.org).

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#### **Less than 1,000 characters**

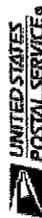
Did you know there is a website just for USPS retirees? It's called KeepingPosted.org and includes important information on your health and retirement benefits, as well as resources that may be valuable to you as a retiree. This site has all the information you need to stay current with what's happening at the Postal Service. KeepingPosted.org even has Office of Personal Management, Thrift Savings Plan and Social Security information — this way you don't have to search around the internet. It's a one-stop shop!

Even better, you can sign up for the new USPS Retiree E-Newsletter and get monthly updates on current hot topics. The newsletter features articles that pertain to your everyday life, and the spotlight is different every month! You can enjoy retirement and still stay up to date with KeepingPosted. Check it out today at [www.keepingposted.org](http://www.keepingposted.org)

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The Postal Service™ is introducing a ***Retiree E-Newsletter***. The electronic newsletter will include important information to keep you informed of benefits updates and to provide resources that may be important to you as a retiree.

To receive the ***Retiree E-Newsletter***, please complete the registration form at the link below. Please share this with other USPS® retirees so they may benefit from receiving this information as well.

This is a free service to you as a former Postal Service employee.

Thank you for your time and service to the United States Postal Service®.

To register, visit [www.keepingposted.org](http://www.keepingposted.org)

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MAY 03 2017

Per \_\_\_\_\_



April 27, 2017

Brian J. Wagner  
President  
National Association of Postal  
Supervisors  
1727 King Street Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

This is in response to your April 17 correspondence concerning the Postal Service's proposed revisions to Employee and Labor Relations Manual (ELM), Section 354.27, *Establishing a Reinstatement List* and PS Form 999, *Application for Reinstatement List*. The management associations were provided notice of the proposed revisions pursuant to Title 39, U.S. Code, § 1004(d), by letter dated April 7, 2017.

The rationale for the proposed revisions is due to the under-utilization of the program. The program has not been cost-effective and has not delivered the intended benefits. The reinstatement list will continue to be available to preference eligible employees during a reduction-in-force.

Please contact me if you wish to discuss or if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Nicholson", written over the word "Sincerely,".

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

RECEIVED

MAY 01 2017

LABOR RELATIONS

Per \_\_\_\_\_



April 26, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Certified Mail Tracking Number  
7016 2070 0000 1715 5260

Dear Brian:

The Postal Service proposes to revise Administrative Support Manual (ASM), Section 363, *Social Media*.

The main purpose of the proposed revisions is to implement a framework of centralized oversight of the Postal Service's official social media program. Additionally, the proposed revisions expand the range of individuals who are covered by the policy to include Postal Service contractors, update the procedures and requirements concerning the use of social media in a professional or official capacity, and provide rules and recommended guidelines for employees to follow when using social media in a personal capacity.

Pursuant to Title 39, U.S. Code, Section 1004(d) we have enclosed:

We have enclosed:

- A copy of the proposed ASM, Section 363 final draft
- A copy of an explanation of the purpose and effect of the proposed changes

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures

## **363 Social Media Policy**

### **363.1 Background & Policy**

This policy applies to:

1. All USPS employees; and
2. All USPS contractors, consultants, agents and other Related Parties (as defined in Section 363.7 below).

Capitalized terms, unless otherwise defined herein, have the meaning set forth in Section 363.7 below. Unless otherwise specified, references to "you" and "your" in this policy refer to all Postal Service employees and Related Parties.

This Section 363 of the Administrative Support Manual (**ASM**) sets forth official policies regarding (i) the use of Social Media on Postal Service issued equipment (see Section 363.3), (ii) the creation and oversight of official Postal Service Social Media accounts (see Section 363.4), (iii) Professional and Official Use of Social Media on behalf of the Postal Service, including the creation of Official and Sponsored Content (see Section 363.5), and (iv) Personal Use of Social Media by USPS employees and Related Parties (see Section 363.6).

If you use Social Media in an Official or Professional Capacity, or if you create, obtain, share or post Official Content or Sponsored Content, you must adhere to the requirements set forth in this policy, and use sound judgment and discretion in your messaging. If you use Social Media in a Personal Capacity, this policy sets forth both rules and recommended guidelines for such use.

### **363.2 Compliance**

#### **Compliance Measurement**

Failure to follow this policy, except for the guidelines set forth in Section 363.6(1) (Recommended Guidelines), could result in corrective action up to, and including, removal from the Postal Service. Any Related Party that does not comply with the requirements of this policy may be required to post a remedial disclosure, correction or retraction at USPS's request, and/or have its USPS sponsorship and/or contract terminated.

#### **Compliance with Legal Requirements**

This Section 363 of the ASM (Social Media) replaces the former Section 363, but otherwise is not intended to and does not nullify or modify any existing Legal Requirements (as defined in Section 363.7) that apply to Postal Service employees and/or Related Parties, including, but not limited to, Postal Service policies that govern conduct, ethics, privacy and the use of Postal Service equipment. Notwithstanding the foregoing, while other Postal Service policies may impose additional and/or stricter requirements regarding Social Media use, in the event of a direct conflict between the terms of this policy and the terms of another Postal Service policy regarding Official, Professional or Personal Use of Social Media, the terms of this policy shall control.

### **363.3 Social Media Access on Postal Service Issued Equipment**

Employee use of Postal Service equipment for the purpose of participating in Social Media may subject the Postal Service to legal and information security risks. The Postal Service restricts access through certain equipment to Restricted Social Media Sites.

If you require access to one or more Restricted Social Media Sites on your Postal Service issued equipment for work-related purposes, you must submit an application through eAccess. When submitting an application, you must include:

1. a business case justification for your access that describes the work-related purpose to be served;
2. a list of the Social Media sites you intend to use or visit;
3. the average amount of time per week that you intend to use Social Media;
4. the approximate length of time during which you require Social Media access; and
5. an affirmation that you have reviewed and will comply with this Social Media Policy.

The Postal Service may, in its sole discretion, deny your request for access for any business reason, including, without limitation, if it determines that:

1. your application is incomplete;
2. ~~your job responsibilities do not require you to have access to Social Media;~~
3. granting you access to Social Media is not an efficient use of Postal Service resources; or
4. the potential legal and information security risks associated with granting you access outweigh the benefits to the Postal Service of granting such access.

If your request for access is granted, you should only use Postal Service equipment for accessing Restricted Social Media Sites for the purpose of fulfilling Official Duties and furthering organizational goals and objectives. The Postal Service in its sole discretion may revoke your access at any time and for any reason whatsoever.

If you are a designated eAccess approver, when you approve a request for access to Restricted Social Media Sites, you are confirming that the employee's Official Duties require that the employee have access to one or more Restricted Social Media Sites.

### **363.4 Social Media Account Management**

1. **Account Establishment.**
  - a. Platform Terms. When you open a Social Media account for the Postal Service, you are entering into a contract on behalf of the Postal Service and subjecting the Postal Service to legal risks and responsibilities, such as indemnification obligations. Therefore, subject to the below requirements including approval of the Social Media Management Team, each official Social Media account must be established by (i) an "**Authorized Officer**" of the Postal Service, meaning someone with authority to bind the Postal Service pursuant to a written delegation of authority prepared by the Law Department and signed by the

Postmaster General, or (ii) another USPS employee to whom the Authorized Officer has re-delegated his or her authority in writing (an **Authorized Delegate**). All other individuals are prohibited from establishing accounts on behalf of the Postal Service. Before establishing a new Social Media account, an Authorized Officer (or his or her Authorized Delegate) must:

- i. establish (or ensure the existence of) Social Media Guidelines for the account,
- ii. review the platform's terms of use (the **Platform Terms**) and determine that they do not expose the Postal Service to undue risk,
- iii. obtain the written approval from a representative of the Social Media Management Team and the authorized Vice President managing USPS's social media activities, and
- iv. coordinate with the Law Department and the Privacy and Records Office in order to minimize risks and ensure compliance with laws.

The Social Media Management Team and/or the authorized Vice President, at their discretion, may deny a request to open a new Social Media account for any business reason. All decisions made regarding a request to open a new Social Media account are final. The Social Media Management Team will maintain a list of the Postal Service's official Social Media accounts. Each Authorized Officer (or his or her Authorized Delegate) shall maintain a list of all Social Media accounts that he or she has established on behalf of the Postal Service, as well as the user names, passwords and Account Administrators (defined below) for each account, and shall be responsible for safeguarding such information (such as by storing it in a locked drawer or in an encrypted file that is password-protected). In addition, the Authorized Officer (or his or her Authorized Delegate) shall provide to the Social Media Management Team upon request the password and user name for any account established by such Authorized Officer. The Authorized Officer for an account is responsible for registering that account with the Social Media Registry at <https://www.digitalgov.gov/services/u-s-digital-registry/>.

- b. Appointment and Oversight of Account Administrators. When seeking to open a new official account, the Authorized Officer must select one or more Postal Service employees, or, subject to the requirements specified below, Related Parties, to administer and monitor the account (the **Account Administrators**). The Social Media Management Team along with the Authorized Officer is responsible for supervising the Account Administrators to ensure that they perform their responsibilities under this policy. Related Parties may be designated as Account Administrators by the Authorized Officer only with the approval of the Social Media Management Team and under the supervision of both the Authorized Officer and the Social Media Management Team. Contractors, consultants, or agents would operate under the authority of the Social Media Management Team and Authorized Officer as well as possess agreements in their contracts with Supply Management that cover this area of business.

- c. Community Guidelines and Account Notices. Before a new official account is established, the Account Administrators must coordinate with the Law Department to ensure that Community Guidelines, a statement of purpose, a link to the Postal Service's Privacy Policy, and other important information will be displayed on the account or made clearly available through a link on the account (collectively, **Account Notices**). The Account Notices are intended to protect the Postal Service by governing the activity of individuals who visit official Postal Service accounts.
  
- d. Grandfathered Official Accounts. The requirements set forth in Section 363.4(1) shall not apply to Social Media accounts that were established by USPS Headquarters employees (including, without limitation, members of the U.S. Postal Inspection Service) for the purpose of conducting official USPS business prior to the adoption of these requirements (collectively, **Grandfathered Official Accounts**). The USPS employee responsible for administering the Grandfathered Official Accounts (which are subject to review by the Social Media Management Team), pursuant to his or her Official Duties, shall be deemed to be the Account Administrator for such accounts for purposes of this policy. The employee is required to display Account Notices on, and adopt Social Media Guidelines for, the Grandfathered Official Accounts that he or she oversees to ensure compliance with all USPS social media policies. Additionally, the Account Administrators for each Grandfathered Official Account must submit to the Social Media Management Team (i) the url for the account, (ii) the name and contact information of each Account Administrator, and (iii) such other information related to the account as the Social Media Management Team shall request.

## 2. **Account Administration.**

- a. Legal Compliance. The Account Administrators, supervised by the Social Media Management Team, for a particular account are responsible for:
  - i. ensuring that the account and all Official Content for that account comply with (A) all Legal Requirements, (B) the Account Notices, (C) the Social Media Guidelines, and (D) the Platform Terms;
  - ii. maintaining the look and feel of the USPS account branding; and,
  - iii. coordinating with the Law Department to ensure that the Account Notices are up-to-date and the current version is on file or posted.

If the Social Media Management Team and the Authorized Officer (or designee) have a disagreement on account activity, the Social Media Advisory Panel will have the opportunity to review and issue a final decision.

The Account Administrators shall periodically (and promptly upon receipt of any notice from the platform that the Platform Terms have changed) review the Platform Terms. In addition, the USPS Account Administrators are required to monitor the use of that account and to notify the Law Department if the account

becomes a major entry point for usps.com. If you are not sure whether an Official Account is a major entry point for usps.com, consult the Law Department.

- b. Content and Comments. Except as otherwise provided in this clause (b) of Section 363.4(2), only the Account Administrators for an account may post Official Content to that account on behalf of the Postal Service. Before adding any Official Content to an account (or instructing another employee or Related Party to do so), the Account Administrators must ensure that all approvals and clearances required hereunder have been obtained. Notwithstanding the foregoing, another USPS employee or a Related Party may post Official Content to an Official Account if an Account Administrator has approved that Content in writing and specifically instructed the employee or Related Party to post that Content to that account. However, in order for a Related Party or another USPS employee to post Official Content to an Official Account, he or she must first be properly trained through the official Social Media Training Program as defined in the Learning Management System (LMS) and receive written permission from a member of the Social Media Management Team. In addition, employees and Related Parties may respond to user comments on Official Accounts in accordance with Section 363.5 below. The Account Administrators and/or the Social Media Management Team must monitor user posts and comments and endeavor to hide comments that include infringing materials, disclose Personally Identifiable Information (PII), or otherwise violate the Community Guidelines.

### **363.5 Official and Professional Use of Social Media; Official Content; Sponsored Content**

The following rules apply to USPS Account Administrators and all other Postal Service employees and Related Parties when using Social Media in an Official or Professional Capacity, and when creating, obtaining, sharing or posting Official Content or Sponsored Content.

Except as otherwise specifically provided in this policy, Related Parties and other third parties are prohibited from (i) establishing or maintaining Official Accounts or posting Official Content on behalf of the Postal Service, or (ii) representing, or communicating on behalf of or for, the Postal Service through Social Media. Related Parties may (i) post Official Content in accordance with clause (b) of Section 363.4(2), (ii) serve as Account Administrators in accordance with Section 363.4(1), and (iii) monitor and/or respond to user comments, create or obtain Official Content, and create or post Sponsored Content, on behalf of the Postal Service, if expressly authorized pursuant to a supply-management or other agreement with USPS and if such action is approved by the Social Media Management Team. Related Parties must comply with all official instructions, guidelines, contract terms, scripts and training materials provided by the Postal Service with respect to such conduct in addition to the terms of this policy.

Except as provided in Section 363.4, USPS employees are prohibited from establishing or maintaining Official Accounts. Furthermore, USPS employees (i) must obtain prior authorization from an Account Administrator, an Authorized Officer or the Social Media Management Team, as applicable, before using Social Media in an Official or Professional Capacity, creating, obtaining, sharing or posting Official Content or Sponsored Content, or authorizing other employees or Related Parties to do so, and (ii) must comply with all official instructions, guidelines, scripts and training materials provided by the Authorized Officer, Account

Administrator or the Social Media Management Team, as applicable, with respect to such conduct in addition to the terms of this policy.

***The rules under this Section 363.5 do not apply to, and do not restrict, your Personal Use of Social Media (for rules and guidelines that apply to employees' Personal Use of Social Media, see Section 363.6 below).***

1. **Goals.** Official Accounts are to be used to promote the Postal Service's brand, products, and services; to create a community of Postal Service customers and fans; to further the Postal Service's mission of providing efficient, reliable, and universal postal products and services; to provide useful notices and information to the public in accordance with the Postal Service's governmental authority; and for law enforcement purposes by the U.S. Postal Inspection Service. Use of an Official Account for any other purpose is prohibited, unless permitted by the Social Media Management Team and the Law Department expressly in writing.
2. **Protect the Postal Service and your reputation.** The web is not anonymous. Generally, everything that you post is accessible to anyone with a browser. Assume that everything you post can be traced back to the Postal Service and to you personally. Avoid any statement or comment that might harm the Postal Service's reputation or brand. When using Social Media in a Professional Capacity, be transparent about your role at the Postal Service and disclose that your views are your own and do not necessarily represent the views of the Postal Service.
3. **Refer any media inquiries to Corporate Communications.** If your official blog or other Official Account receives a media inquiry about the Postal Service or its products, services, or employees, you must call Corporate Communications at (202) 268-2155. Do not respond to any inquiries from the media.
4. **Intellectual Property.** Comply with intellectual property laws. Before you post, share, display, or otherwise make publicly available any Content that contains any logo, slogan, name, likeness, stamp image, design, idea, art, photo, video, application, sound, music, software, functionality, or other intellectual property, submit the Content to the Ad Review Team at KN8ZD0@usa.dce.usps.gov, unless (i) such use is allowed by U.S. law for criminal law enforcement purposes or (ii) the Ad Review Team has advised that such Content need not be reviewed. **Do not assume that materials used in other USPS publications, online channels, events, or other communications venues are available for use on Social Media; the Postal Service may not have permission to use those materials elsewhere.**
5. **Accessibility.** Section 508 of the Rehabilitation Act of 1973 requires that electronic and information technologies purchased, maintained, or used by the Federal Government meet certain accessibility standards. If you are responsible for creating, procuring, or posting any Official Content, you should endeavor to ensure that such content satisfies the requirements set forth in Section 508. For multimedia content, use the following checklist to ensure it is accessible:  
<http://www.hhs.gov/web/508/accessiblefiles/checklistmulti.html>
6. **Sponsored Content (such as testimonials, celebrity or tastemaker blogs and tweets, and brand ambassador posts).** If you are a celebrity, blogger, tastemaker, brand ambassador, or other party preparing, posting, or contributing to any Sponsored Content at the direction or for the benefit of the Postal Service or pursuant to a Postal Service sponsored initiative, you must:

- a. Prominently disclose in each post any Material Connection that you have with USPS, such as an employment or contractual relationship or any consideration you have received directly or indirectly from USPS or a Related Party acting on USPS's behalf;
- b. Currently use any product or service discussed in any Sponsored Content;
- c. Ensure that all Sponsored Content is truthful and based on your actual experience, does not contain any misleading or unsubstantiated claims about USPS products or services or those of any USPS competitor, and does not make any claims about achieving untypical results;
- d. Disclose that the Content constitutes your own views and opinions and not those of the Postal Service; and
- e. Fully comply with all the terms of this policy and any releases, contracts, instructions or guidelines governing such Content or Initiative.

If you work with third-party bloggers, celebrities, tastemakers, brand ambassadors or others on Sponsored Content initiatives as part of your Official Duties, you must (i) require such third parties who prepare, contribute to, and/or post Sponsored Content to fully comply with the terms of this policy, (ii) review their Sponsored Content to ensure compliance, and (iii) ensure that the Sponsored Content is submitted to the Ad Review Team at [KN8ZD0@usa.dce.usps.gov](mailto:KN8ZD0@usa.dce.usps.gov) before it is posted, unless the Ad Review Team has advised that such Content need not be reviewed. For instance, if you are working on an initiative that involves sending free merchandise to bloggers as an incentive to get them to blog about USPS, require the bloggers to disclose that they have a Material Connection with USPS and monitor their blog for compliance. Consult with the Law Department before initiating or engaging in a Sponsored Content initiative.

#### 7. **Promotional Content.**

- a. Claims. All claims about the Postal Service and the Postal Service's services, products, brand, customers, and competitors must be:
  - i. truthful and not misleading;
  - ii. substantiated by reliable evidence; and
  - iii. not likely to cause harm to consumers.

Before you post any Content that includes such a claim, submit such Content to the Ad Review Team at [KN8ZD0@usa.dce.usps.gov](mailto:KN8ZD0@usa.dce.usps.gov), unless the Ad Review Team has advised that such Content need not be reviewed.
- b. Endorsements by the Postal Service. Do not post any Official Content or share any other information that could give the impression that the Postal Service endorses any product, service, private interest, or enterprise unless the Content has been reviewed by the Ad Review Team and the Ethics Office. See also Section 333.6 of the Administrative Services Manual (ASM), "Endorsement of Nonpostal Products, Services or Businesses."
- c. Surveys, Contests, Sweepstakes, Chain Letters, and Promotions. Do not use Social Media to conduct any survey, contest, sweepstakes, chain letter, or promotion unless it has been approved by the Law Department, Labor Relations and the Privacy and Records Office. Notwithstanding the foregoing, you may conduct a survey or quiz provided that:
  - i. you do not collect, capture, store, or disseminate any information provided by participants (including, without limitation, the name of any participant),
  - ii. you do not award a prize,

- iii. the survey is conducted in-house,
- iv. you do not in any way use or reference names, logos, or other intellectual property owned by a party other than the Postal Service, and
- v. the purpose of the poll is not to gauge employees' support for their union.

8. **Responding to Customer Inquiries and Complaints on Official USPS Social Media Accounts; Service Announcements.** When responding to comments by and/or questions from customers, or issuing a simple hiring, service disruption or similar operational announcement, whether as a Postal employee or Related Party on Postal Service social channels, strictly follow any guides, instructions, scripts, training materials or other materials that have been provided to you by the Social Media Management Team, the Account Administrator or an Authorized Officer. Such guides, instructions, scripts and training materials must be reviewed by the Law Department prior to use.

9. **Linking.** Only the applicable Account Administrators may post external links on an Official Account. In order to post an external link on an Official Account, Account Administrators must comply with the rules and standards that apply to links on [usps.com](http://usps.com) as set forth in the Management Instruction on the Web Site Affiliation Program (AS-610-2012-3 or any update thereto or replacement thereof). If the link and the surrounding text constitute an endorsement, then, in addition to complying with the Management Instruction, you must get approval for the endorsement from the Law Department and the Ethics Office.

10. **Privacy Policy and Requirements.** The Postal Service has an official Privacy Policy (available at [www.usps.com/privacy](http://www.usps.com/privacy)) and a handbook of regulations (Handbook AS-353, *Guide to Privacy, the FOIA, and Records Management*). Employees must be familiar and comply with these policies when engaging with customers via Social Media. Additionally:

- a. **Respect privacy; never ask for personal social networking passwords.** While making a "friend" request to an employee or coworker is permitted, a request to obtain his or her password is not. To ensure that the privacy of employees' and applicants' personal blogs and social networking sites is preserved, do not ask employees, coworkers, or Postal Service job applicants for their personal login passwords. However, if you manage an Official Account for the Postal Service and leave your job, you must provide your manager with the login information to that Official Account before leaving the Postal Service or that role.
- b. **Modifications.** Before adding any new application or functionality to a Social Media account, site, or presence, consult with the Law Department and the Privacy and Records Office in order to minimize risks and ensure legal compliance.
- c. **Confidentiality.** Maintain confidentiality of files and materials that are marked "confidential," "internal only," "restricted information," "sensitive" or "sensitive-enhanced information." Do not publicly share any information marked "For Internal Use Only."
- d. **Personally Identifiable Information (PII).** Notwithstanding anything to the contrary set forth herein, do not create, post, share, disclose, display, or otherwise make publicly available Personally Identifiable Information (PII), unless an exception is obtained. All requests for potential exceptions sought for external

disclosure of Personally Identifiable Information (PII) through Social Media must be vetted through the Ad Review process to ensure compliance with the Privacy Act of 1974, USPS Privacy Policy and other applicable Federal laws, and are subject to final approval by the Chief Privacy and Records Management Officer.

11. **Legal Requirements.** You must comply with all Legal Requirements and Platform Terms. **Do not commit the Postal Service to any action unless you have authority to do so and the Postal Service is legally able to comply with such commitment.**
12. **Content Restrictions.** Do not create, post, share, disclose, display, or otherwise make publicly available any content included in the below-listed categories:
  - a. Content that violates another individual's rights, such as privacy or publicity rights, including but not limited to an individual's name, likeness, or voice, except as allowed by U.S. law for criminal law enforcement purposes.
  - b. Personal attacks, libelous statements, hate speech, defamation, fraud, accusations, threats, harassment, discriminatory comments targeting specific individuals or groups or other unlawful or legally actionable material.
  - c. Content about the Postal Service, USPS products or services, USPS management, coworkers, customers, vendors, or others that is vulgar, obscene, disparaging, threatening, intimidating, defamatory, discriminatory, harassing, or a violation of the Postal Service's policies.
  - d. Endorsements of political parties, candidates, or groups.
  - e. Discussions of topics unrelated to the Postal Service's mission or the goals listed above.
  - f. Content that is generally considered obscene, violent, profane, deceptive, or defamatory or that could be harmful to minors.
  - g. Content advocating unlawful action.
  - h. Content that violates copyright, trademark, trade secret, patent, or other intellectual-property laws.
  - i. Content that violates or is inconsistent with the applicable Platform Terms.
  - j. Content that is inaccurate, unsubstantiated, misleading, deceptive, or dishonest.
  - k. Content that could subject USPS to liability or a security risk.
  - l. Any software, program or file that could damage the operation of another person's computer, such as a file containing a virus.

If you are unsure whether certain Content falls into one of the categories listed above, consult with the Law Department and the Privacy and Records Office before posting the Content.

**13. Third-Party Content; Brand Ambassadors.**

- a. **Use.** Before posting, sharing or otherwise using third-party Content (such as Sponsored Content, a statement endorsing USPS's brand or products, user-generated Content or Content created by another USPS employee or customer) unless you are using such Content for criminal law enforcement purposes and permission to use such Content is not required under U.S. law:
  1. Obtain written permission from the individual who created the Content to use the Content, which permission should include a certification from the individual that: (1) he or she independently created the Content and did not use any third-party logos, names, slogans, images, text or designs, and (2) if applicable, the Content is truthful, honest, and reflects the

- speaker's current opinion based on his or her personal experience (the Law Department can help you prepare the permission and can advise as to whether an executed release is advisable or whether a less formal permission is sufficient);
2. Submit the Content to the Ad Review Team at [KN8ZD0@usa.dce.usps.gov](mailto:KN8ZD0@usa.dce.usps.gov) for review, unless the Ad Review Team has advised that such Content need not be reviewed;
  3. If the Postal Service has paid for or sponsored the Content or there is a Material Connection between the Postal Service and the third party who created the Content, disclose that information, such as through a statement that the Content has been "Sponsored by USPS;" and
  4. Comply with, and ensure the Content complies with, the requirements set forth in this Section 363.5.
- b. Solicitation. Consult with the Law Department before engaging in a campaign or initiative to solicit Content from third parties (including, but not limited to, Postal Service employees).

### **363.6 Personal Use of Social Media**

The following rules and recommended guidelines apply to all Postal Service employees and Related Parties who use Social Media in an unofficial or Personal Capacity. As an independent establishment of the Executive Branch of the United States Government, the Postal Service is responsible for ensuring that the public has access to accurate and trustworthy information regarding the Postal Service and the services that it provides. In addition, in certain instances, the Postal Service may be held liable for the conduct of its employees and Related Parties even if the employees and Related Parties were not acting in their Official Capacities. The purpose of this section is to protect the public, promote transparency, and protect the Postal Service from liability.

#### **1. Recommended guidelines**

- a. Transparency. The Federal Trade Commission (FTC), the agency responsible for interpreting and enforcing the Federal Trade Commission Act (FTCA) (15 USC § 45), which prohibits deceptive acts and practices in or affecting commerce, has issued Guides Concerning the Use of Endorsements and Testimonials in Advertising (the **Guides**) to shed light on how the FTC interprets the FTCA in the context of endorsements. The Guides state that when there is a relationship between an individual and the brand or product the individual is endorsing, the individual must disclose his or her relationship with the brand or product if the relationship might materially affect the weight or credibility of the endorsement. If the individual fails to disclose the relationship, both the individual and the company being endorsed could be subject to liability under the FTCA. For illustrative purposes, the Guides explain that an employee who promotes his employer's product on an online message board should disclose his relationship with the manufacturer if knowledge of the relationship would materially affect the weight or credibility of the employee's statement. Accordingly, when promoting USPS products or services, please disclose your relationship with the Postal Service if that information would materially affect the weight or credibility of your statement from the perspective of a consumer. Also, to avoid any implication that your statement reflects the official views of the

Postal Service, please disclose that your views are your own and do not necessarily represent the views of the Postal Service.

- b. USPS Marks. Do not use USPS trademarks and logos when using Social Media in a Personal Capacity if such use is likely to confuse consumers as to whether your personal use is sanctioned by or affiliated with the Postal Service. For example, do not place the USPS logo on your personal vehicle and post a picture of that vehicle if others will assume that your vehicle is an official USPS vehicle when it is not being used as a USPS vehicle. Further, for the Postal Service's protection as well as your own, please respect the laws that govern copyrights, trademarks, and other intellectual property.

## 2. Rules

- a. Unofficial Use. Unless you are an Account Administrator or have received prior authorization from an Account Administrator or the Social Media Management Team, do not use Social Media to speak for or act on behalf of the Postal Service or suggest that you have the authority to do so. In addition, do not create, maintain, or administer any Social Media account that purports to be an official Postal Service account unless the account has been approved by the Social Media Management Team and is established and administered in accordance with Section 363.4.
- b. Behavior and Personal Conduct - Employees. Harassment, bullying, discrimination, or retaliation on Social Media: (1) between coworkers; or (2) by employees who identify themselves as Postal Service employees on Social Media that would be impermissible in the workplace is not permissible online, even if it is done after hours, from home, and on a personal computer, smartphone, laptop or tablet device. Employees are expected to conduct themselves during and outside of working hours in a manner that reflects favorably upon the Postal Service. Although it is not the policy of the Postal Service to interfere with the private lives of employees, it does require that Postal Service employees be honest, reliable, trustworthy, courteous, and of good character and reputation. The Federal Standards of Ethical Conduct referenced in Section 662.1 of the Employee and Labor Relations Manual also contain regulations governing the off-duty behavior of Postal Service employees. Employees must not engage in criminal, dishonest, notoriously disgraceful, immoral, or other conduct prejudicial to the Postal Service, whether done online using a personal computer, smartphone, laptop or tablet device or otherwise. Conviction for a violation of any criminal statute may be grounds for disciplinary action against an employee, including removal of the employee, in addition to any other penalty imposed pursuant to statute. This rule does not in any way restrict or prohibit Postal Service employees from engaging in concerted protected activity as provided for in the National Labor Relations Act (29 U.S.C. 151 et seq.), including the right to discuss wages, hours, benefits, and other terms and conditions of employment.
- c. Behavior and Personal Conduct - Related Parties. Related Parties are expected to conduct themselves during and outside of working hours in a manner that reflects favorably upon the Postal Service. Although it is not the policy of the Postal Service to interfere with the private lives of Related Parties, it does require that Related Parties who represent the Postal Service brand be honest, reliable,

trustworthy, courteous, and of good character and reputation. Related Parties must not engage in criminal, dishonest, notoriously disgraceful, immoral, or other conduct prejudicial to the Postal Service, whether done online using a personal computer, smartphone, laptop or tablet device or otherwise. Conviction for a violation of any criminal statute may be grounds for action against a Related Party, including termination of the Related Party's contract, in addition to any other penalty imposed pursuant to statute or contract, as applicable.

### **363.7 Definitions**

The following definitions apply to this Social Media Policy:

1. **"Account Administrators"** is defined in Section 363.4.
2. **"Account Notices"** is defined in Section 363.4.
3. **"Ad Review Team"** is the cross-functional group of USPS employees who review advertisements. Content can be submitted by email to [KN8ZD0@usps.gov](mailto:KN8ZD0@usps.gov).
4. **"Authorized Delegate"** is defined in Section 363.4.
5. **"Authorized Officer"** is defined in Section 363.4.
6. **"Content"** is all content, including, without limitation, all information, text, comments, logos, slogans, designs, ideas, art, photos, videos, applications, sounds, music, software, functionality, contests, sweepstakes, promotions and similar materials that is or will be posted, displayed, shared or otherwise made available on Social Media.
7. **"Community Guidelines"** are guidelines drafted by the USPS Law Department that govern users' use of an Official Account. Community Guidelines are individually tailored for each account.
8. **"Endorse"** is the act of giving one's public approval or support to someone or something, such as a brand, product or service.
9. **"Grandfathered Official Accounts"** is defined in Section 363.4(1).
10. **"Legal Requirements"** are all laws, rules, regulations, guidance (including but not limited to guidance issued by the FTC under the FTCA), and Postal Service policies, enacted or adopted from time to time.
11. **"Material Connection"** is, in accordance with 16 CFR § 255.5, a connection between a company or individual and the USPS, which if disclosed, might materially affect the weight or credibility of a statement made by the company or individual (i.e., the connection is not reasonably expected by the audience). For example, if the USPS were to pay a celebrity to tweet about the USPS, there would be a Material Connection between the USPS and the celebrity, as the weight of the tweet may be materially affected by the unexpected relationship between the USPS and the

celebrity. In addition, an employment or contractual relationship could be considered a Material Connection.

12. **“Official Account”** is any Social Media account, site, or presence that (1) was established on behalf of the USPS in accordance with Section 363.4 (or was established on behalf of the USPS prior to the adoption of this policy and is a Grandfathered Official Account), and (2) is currently administered by one or more Account Administrators in accordance with this policy.
13. **“Official Content”** is all Content that is or will be posted, displayed, shared or otherwise made publicly available for, by or on behalf of the Postal Service on any Official Account or any Unofficial Account by any USPS employee or Related Party in accordance with that employee’s or Related Party’s Official Duties. Official Content expresses the Postal Service’s official voice. Unless you are acting pursuant to your Official Duties and with prior approval as specified herein, any Content that you create, post, display, or share is not Official Content.
14. **“Official Duties”** are those actions and/or responsibilities that have been sponsored, fostered, approved or authorized (whether by law, policy, contract, or otherwise) by a Postal Service manager with the authority to sponsor, foster, approve or authorize such actions and/or responsibilities.
15. **“Official Use” or “Official Capacity”** is an employee’s or Related Party’s use of Social Media for the purpose of communicating (internally or externally) the official views of the USPS as part of the employee’s or Related Party’s Official Duties. Supervisors and contracting officers, when instructing an employee or Related Party to use Social Media in an Official Capacity, must clearly explain the scope of the assignment and authority and what Social Media tools can be used. Official Use can include communications on the USPS’s Official Accounts as well as communications on Unofficial Accounts. Official Use also includes the creation, procurement, and posting of Official Content for or on behalf of the Postal Service. As a general matter, when an employee or Related Party uses Social Media for an “Official Use,” he or she is expressing the official voice of the USPS pursuant to his or her Official Duties.
16. **“Personal Use” or “Personal Capacity”** is an employee’s or Related Party’s use of Social Media to express his or her own views and excludes any use that constitutes Professional Use or Official Use. Unless you are acting pursuant to your Official Duties and with prior approval as specified herein, you are using Social Media in a Personal Capacity.
17. **“Personally Identifiable Information” or “(PII)”** is, in accordance with the definition of “PII” set forth in OMB Memorandum M-07-1616, any information that can be used to distinguish or trace an individual’s identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual. The definition of PII is not anchored to any single category of information or technology. Rather, it requires a case-by-case assessment of the specific risk that an individual can be identified. In performing this assessment, it is important for an agency to recognize that non-PII can become PII whenever additional information is made publicly available — in any medium and from any source — that, when combined with other available information, could be used to identify an individual.

18. **"Platform Terms"** is defined in Section 363.4.
19. **"Privacy and Records Office"** is the USPS office that provides guidance on the proper and consistent collection, processing, communication, use, and disposition of sensitive information, such as private information about individuals and confidential business information, along with sensitive-enhanced information, including PII throughout its lifecycle.
20. **"Professional Use" or "Professional Capacity"** is an employee's or Related Party's use of Social Media for the purpose of performing his or her Official Duties but excludes any use that constitutes an Official Use. An employee or Related Party who is using Social Media for a Professional Use is not acting as the official voice of the Postal Service. For example, an employee who uses Social Media to communicate his or her own views on or to conduct research for an official USPS initiative as part of that employee's Official Duties and with prior approval as specified herein is using Social Media in a Professional Capacity.
21. **"Related Parties"** are all USPS contractors, consultants, and agents, as well as other companies and individuals with a Material Connection to the USPS or who are otherwise acting at the direction, on behalf, or for the benefit of the USPS, but excludes all USPS employees, labor unions, management organizations, and the representatives of such labor unions or management organizations (though all current USPS employees are subject to this policy pursuant to clause (1) of Section 363.1). For example, the term "Related Parties" includes advertising agencies acting on the Postal Service's behalf and third-party bloggers who have been compensated to blog about the Postal Service.
22. **"Restricted Social Media Site"** is any Social Media platform or site that is not freely accessible from Postal Service equipment because the Postal Service generally blocks access to such platform or site.
23. **"Social Media"** is any form of electronic communication (i.e., websites for social networking and microblogging) through which users create online communities to share information, ideas, messages, and other content. Social Media includes, without limitation: blogs, wikis, YouTube, podcasts, social-networking sites (e.g. Facebook, Twitter, Pinterest, Instagram, and LinkedIn), microblogs, and Web 2.0 and Gov 2.0 sites. Notwithstanding the foregoing, "Social Media" does not include nonpublic online communities established for law-enforcement purposes.
24. **"Social Media Management Team"** is the Social Media Director and his/her team that runs the day-to-day operations of the USPS Social Media function. The Social Media Management Team shall recommend and review content for Official Accounts, approve any changes and/or additions to current Official Accounts, review and approve requests to open new accounts or to terminate or consolidate existing accounts, and provide timely responses.
25. **"Social Media Advisory Panel"** is the panel responsible for governance and major overall strategic decisions. It consists of USPS employees from the following stakeholder groups: Corporate Communications, Consumer and Industry Affairs, Marketing, the Law Department, Human Resources, Information Technology,

Government Relations, and Operations and works with the Social Media Management Team for input, feedback, social media account actions, crisis advisory processes, and policy decisions. The Panel members include an officer or the officer's designee.

26. **"Social Media Guidelines"** are guidelines established and maintained by the Social Media Management Team, which govern the use and depiction of the Postal Service brand, voice and logos on Social Media accounts. The Social Media Guidelines may also be referred to as a "Playbook".
27. **"Sponsored Content"** is Content prepared and/or posted by a Related Party or a USPS employee pursuant to his or her Official Duties that promotes the Postal Service, or Postal Service products, services, or customers, or discusses the USPS's competitors. Sponsored Content expresses the personal views of the Related Party or USPS employee, and not the official views of the USPS. For example, if an influential person received consideration in exchange for endorsing a USPS product on his or her personal Social Media account, that endorsement would constitute Sponsored Content. In addition, if a USPS officer or brand ambassador in his or her Professional Capacity and with prior approval as specified herein communicates about the Postal Service on his or her personal account, those communications would constitute Sponsored Content.
28. **"Unofficial Account"** is any Social Media account, site, or presence that is not an Official Account.
29. **"USPS"** or **"Postal Service"** is the United States Postal Service.

### **363.8 Additional Resources**

For information on pre-negotiated amendments to Platform Terms, go to:  
<http://www.howto.gov/social-media/terms-of-service-agreements>.

To learn more about Section 508 and web content go to:  
<http://www.howto.gov/web-content/accessibility>.

For more information regarding the USPS Privacy Policy, go to:  
<http://www.usps.com/privacypolicy>.

To obtain guidance on issues related to ethical conduct, the Hatch Act, endorsements, and the limited use of government office equipment and information technology, contact the USPS Ethics Office at [Ethics.Help@usps.gov](mailto:Ethics.Help@usps.gov) or 202-268-6346.

To obtain guidance and clearance on content through the Ad Review process, email:  
[KN8ZD0@usps.gov](mailto:KN8ZD0@usps.gov).

The United States Postal Service ("Postal Service" or "USPS") is eager to grow its social media program ("Social Media Program"), so that it can more effectively disseminate information, respond to customer needs, promote its products, and compete in the mail and shipping marketplace. As an initial step, the Postal Service seeks to update its existing Social Media Policy (the "Existing Policy") to (1) incorporate best practices that have evolved over the past few years, and (2) implement a framework of centralized oversight, in order to protect the Postal Service as it explores new opportunities. In light of these goals, most of the provisions set forth in the revised Social Media Policy (the "Revised Policy") govern the Postal Service's official use of social media. While such work is typically performed by management employees, these requirements apply to all employees who use social media in an official or professional capacity or who create, share or post official or sponsored content. Currently, bargaining unit employees are not authorized to use Social Media in an official or professional capacity. On occasion, such employees have submitted content, such as stories or photos, which management employees have incorporated into official content after seeking proper approvals. In the future, the Postal Service would like to explore the possibility of establishing a brand ambassador program. If such a program were implemented, the Social Media Management Team (as defined below) would select a few qualified bargaining unit employees to serve as brand ambassadors under the supervision on the Social Media Management Team. An employee's participation in the program would be completely optional and would be subject to the approval of his or her supervisor and the completion of applicable training requirements.

A brief outline of the Revised Policy is set forth below. Capitalized terms have the meanings set forth in Section 363.7 of the Revised Policy.

- Section 363.1 (Background & Policy) and 363.2 (Compliance): Expand the community of individuals who are covered by the policy to include "Related Parties" (i.e., contractors, celebrities, influencers and other non-employees who use Social Media for the Postal Service).
- Sections 363.3 (Social Media Access on Postal Service Issued Equipment) and 363.4 (Social Media Account Management): Promote transparency and accountability by describing applicable procedures, roles and requirements with respect to Social Media use on Postal Service issued equipment and the establishment and management of Official Accounts.
- Section 363.5 (Official and Professional use of Social Media: Official Content: Sponsored Content): Governs the use of Social Media by employees and Related Parties acting in an Official or Professional Capacity or for the purpose of creating, posting or sharing Official Content or Sponsored Content.
- Section 363.6 (Personal Use): Applies to all employees and Related Parties and provides rules and guidelines for Personal Use of Social Media.

The requirements set forth in the Revised Policy are reasonable and narrowly tailored to protect the Postal Service's legitimate business interests. For example, they are designed, among other things, to help ensure that the Postal Service's Content doesn't violate third-party rights or mislead consumers, and Official Accounts are subject to centralized oversight and don't violate applicable laws. The Postal Service is confident that the Revised Policy will foster innovation, while also mitigating against potential legal, financial and reputational risks that can arise from Social Media use. Training on the Revised Policy will be made available to all interested employees.

The attached Appendix specifically outlines each term of the Revised Policy (see "Revised Policy" column), any similar term in the Existing Policy (see "Existing Policy" column), the purpose of the revised term (see "Purpose" column) and whether the revised term is anticipated to have a new impact on employees (see "Anticipated Impact Of Revision On Employees" column).

Appendix

ADMINISTRATIVE SUPPORT MANUAL (ASM) SECTION 363, SOCIAL MEDIA

REVISED POLICY	EXISTING POLICY	PURPOSE	ANTICIPATED IMPACT OF REVISION ON EMPLOYEES
<p><b>363.1 Background &amp; Policy</b></p> <p>This policy applies to:</p> <ol style="list-style-type: none"> <li>All USPS employees; and</li> <li>All USPS contractors, consultants, agents and other Related Parties (as defined in Section 363.7 below).</li> </ol> <p>[Note: "Related Parties" is defined in Section 363.7 as "all USPS contractors, consultants, and agents, as well as other companies and individuals with a Material Connection to the USPS or who are otherwise acting at the direction, on behalf, or for the benefit of the USPS, but excludes all USPS employees, labor unions, management organizations, and the representatives of such labor unions or management organizations (though all current USPS employees are subject to this policy pursuant to clause (1) of Section 363.1). For example, the term "Related Parties" includes advertising agencies acting on the Postal Service's behalf and third-party bloggers who have been compensated to blog about the Postal Service."]</p> <p>Capitalized terms, unless otherwise defined herein, have the meaning set forth in Section 363.7 below. Unless otherwise specified, references to "you" and "your" in this policy refer to all Postal Service employees and Related Parties.</p>	<p><b>Similar Provision:</b></p> <p><b>363.4 Breach of Policy</b></p> <p>All Postal Service employees are responsible for complying with this policy.</p>	<p>USPS uses contractors, consultants, agents, influencers, bloggers and others to promote its brand and services. The purpose of this change is to ensure that these parties will be subject to the Revised Policy.</p> <p>[Note: Representatives of labor unions and management organizations are excluded from the definition of Related Parties, and therefore, are not subject to the Revised Policy, unless they are USPS employees.]</p> <p>The Existing Policy does not have any defined terms. The purpose of this change is to inform readers that capitalized terms have a special definition, which can</p>	<p>None.</p> <p>None.</p>

<p>This <u>Section 363</u> of the Administrative Support Manual (ASM) sets forth official policies regarding (i) the use of Social Media on Postal Service issued equipment (see Section 363.3), (ii) the creation and oversight of official Postal Service Social Media accounts (see Section 363.4), (iii) Professional and Official Use of Social Media on behalf of the Postal Service, including the creation of Official and Sponsored Content (see Section 363.5), and (iv) Personal Use of Social Media by USPS employees and Related Parties (see Section 363.6).</p>	<p>No similar provision.</p>	<p>The purpose of this sentence is to provide a roadmap for readers so they can better navigate the Revised Policy.</p>	<p>None.</p>
<p>If you use Social Media in an Official or Professional Capacity, or if you create, obtain, share or post Official Content or Sponsored Content, you must adhere to the requirements set forth in this policy, and use sound judgment and discretion in your messaging. If you use Social Media in a Personal Capacity, this policy sets forth both rules and recommended guidelines for such use.</p>	<p>No similar provision.</p>	<p>The purpose of this sentence is to further explain the Revised Policy's structure. Employees and Related Parties who use Social Media in an Official or Professional Capacity (i.e., as part of their Official Duties) or who use Social Media to post Sponsored Content (e.g., bloggers who Service in exchange for compensation) must adhere to the requirements set forth in the Policy. The revisions also set forth rules and recommended guidelines for USPS employees and Related Parties who use Social Media in a Personal Capacity.</p>	<p>None. (Please see sections later in this document for more detailed statements concerning impacts on employees).</p>
<p><b>363.2 Compliance</b></p>			
<p><b>Compliance Measurement</b> Failure to follow this policy, except for the guidelines set forth in Section 363.6(1) (Recommended Guidelines),</p>	<p><b>Similar Provision:</b> <b>363.4 Breach of Policy</b> All Postal Service employees</p>	<p>The purpose of this change is to provide notice to Related Parties that they</p>	<p>None.</p>

<p>could result in corrective action up to, and including, removal from the Postal Service. Any Related Party that does not comply with the requirements of this policy may be required to post a remedial disclosure, correction or retraction at USPS's request, and/or have its USPS sponsorship and/or contract terminated.</p>	<p>are responsible for complying with this policy. Failure to do so may result in corrective action up to, and including, removal from the Postal Service.</p>	<p>may face consequences if they fail to comply with the Policy. In addition, this change clarifies that if an employee fails to comply with the recommended guidelines in <u>Section 363.6</u>, such failure would not result in corrective action.</p>	
<p><b>Compliance with Legal Requirements</b> This Section 363 of the ASM (Social Media) replaces the former Section 363, but otherwise is not intended to and does not nullify or modify any existing Legal Requirements (as defined in Section 363.7) that apply to Postal Service employees and/or Related Parties, including, but not limited to, Postal Service policies that govern conduct, ethics, privacy and the use of Postal Service equipment. Notwithstanding the foregoing, while other Postal Service policies may impose additional and/or stricter requirements regarding Social Media use, in the event of a direct conflict between the terms of this policy and the terms of another Postal Service policy regarding Official, Professional or Personal Use of Social Media, the terms of this policy shall control.</p>	<p><b>Similar provision:</b> <b>363.3 Additional Conduct and Privacy Policies</b> Additional conduct and privacy policies that apply to Postal Service employees: a. Employee and Labor Relations Manual (ELM), 660 (Conduct). b. Postal Service Standards of Conduct, ELM 665. c. Handbook AS-353, Guide to Privacy, the Freedom of Information Act, and Records Management. d. Standards of Ethical Conduct for Employees of the Executive Branch, 5 CFR 2635. e. Supplemental Standards of Ethical Conduct for Employees of the United States Postal Service, 5 CFR 7001. f. Handbook AS-805, Information Security. g. Administrative Support Manual, 333.6, Endorsement of Nonpostal Products, Services, or Businesses.</p>	<p>The purpose of this change is to remind employees and Related Parties that there are other laws and policies, such as the Hatch Act, the Federal Trade Commission Act, and the Employee and Labor Relations Manual, that govern their conduct whether on Social Media or otherwise, and the Revised Policy does not modify or nullify such requirements.</p>	<p>None.</p>

		<p>h. The Hatch Act, 5 USC §§ 7321–7326.  i. The criminal conflict of interest laws, 18 USC §§ 201–203, 205, and 207–209. The Anti-Lobbying Act, 18 USC § 1913.</p>	
<p><b>363.3 Social Media Access on Postal Service Issued Equipment</b></p>			
<p>Employee use of Postal Service equipment for the purpose of participating in Social Media may subject the Postal Service to legal and information security risks. The Postal Service restricts access through certain equipment to Restricted Social Media Sites.</p>	<p>No similar provision.</p>	<p>Through existing practices, the Postal Service restricts access to certain websites on certain Postal Service issued equipment. The purpose of this change is to provide transparency regarding the existence of and motivations behind this existing practice.</p>	<p>None.</p>
<p>If you require access to one or more Restricted Social Media Sites on your Postal Service issued equipment for work-related purposes, you may need to submit an application through eAccess.</p>	<p>No similar provision.</p>	<p>Currently, employees must submit a request through eAccess in order to obtain access to certain website sites on certain Postal Service issued equipment. The purpose of this change is to outline and explain this existing practice.</p>	<p>None.</p>
<p>When submitting an application, you must include:</p> <ol style="list-style-type: none"> <li>1. a business case justification for your access that describes the work-related purpose to be served;</li> <li>2. a list of the Social Media sites you intend to use or visit;</li> <li>3. the average amount of time per week that you intend to use Social Media;</li> <li>4. the approximate length of time during which you require Social Media access; and</li> </ol>	<p>No similar provision.</p>	<p>Corporate Communications is tasked with responding to requests for access. The purpose of this change is to ensure that employees submitting such a request provide adequate information for Corporate Communications to be able to make an informed decision on whether or not to</p>	<p>None.</p>

<p>5. an affirmation that you have reviewed and will comply with this Social Media Policy.</p>			grant access.
<p>The Postal Service may, in its sole discretion, deny your request for access for any business reason, including, without limitation, if it determines that:</p> <ol style="list-style-type: none"> <li>1. your application is incomplete;</li> <li>2. your job responsibilities do not require you to have access to Social Media;</li> <li>3. granting you access to Social Media is not an efficient use of Postal Service resources; or</li> <li>4. the potential legal and information security risks associated with granting you access outweigh the benefits to the Postal Service of granting such access.</li> </ol>	<p>No similar provision.</p>	<p>As mentioned above, the Postal Service currently restricts access to certain websites on certain Postal Service issued equipment. The purpose of this change is to disclose the factors that Corporate Communications considers when deciding whether to grant access to restricted sites.</p>	<p>None.</p>
<p>If your request for access is granted, you should only use Postal Service equipment for accessing Restricted Social Media Sites for the purpose of fulfilling Official Duties and furthering organizational goals and objectives. The Postal Service in its sole discretion may revoke your access at any time and for any reason whatsoever.</p>	<p>No similar provision.</p>	<p>The purpose of this change is to codify the Postal Service's existing practice that states that access to restricted sites on Postal Service issued equipment is a privilege and may be revoked.</p>	<p>Employees may only use Postal Service equipment for accessing Restricted Media Sites for the purposes of fulfilling job duties and furthering organizational goals and objectives.</p>
<p>If you are a designated eAccess approver, when you approve a request for access to Restricted Social Media Sites, you are confirming that the employee's Official Duties require that the employee have access to one or more Restricted Social Media Sites.</p>	<p>No similar provision.</p>	<p>Currently, a manager must approve an employee's eAccess request before the request is submitted to Corporate Communications. The Existing Policy does not provide any guidance to managers on when they should approve or deny a request. The purpose of this change is to help managers understand when they</p>	<p>None.</p>

			should and should not approve a request.
<b>363.4 Social Media Account Management</b>			
<p><b>1. Account Establishment.</b></p> <p>a. <b>Platform Terms.</b> When you open a Social Media account for the Postal Service, you are entering into a contract on behalf of the Postal Service and subjecting the Postal Service to legal risks and responsibilities, such as indemnification obligations. Therefore, subject to the below requirements including approval of the Social Media Management Team, each official Social Media account must be established by (i) an "Authorized Officer" of the Postal Service, meaning someone with authority to bind the Postal Service pursuant to a written delegation of authority prepared by the Law Department and signed by the Postmaster General, or (ii) another USPS employee to whom the Authorized Officer has re-delegated his or her authority in writing (an <b>Authorized Delegate</b>). All other individuals are prohibited from establishing accounts on behalf of the Postal Service. Before establishing a new Social Media account, an Authorized Officer (or his or her Authorized Delegate) must:</p> <ol style="list-style-type: none"> <li>i. establish (or ensure the existence of) Social Media Guidelines for the account,</li> <li>ii. review the platform's terms of use (the <b>Platform Terms</b>) and determine that they do not expose the Postal Service to undue risk,</li> <li>iii. obtain the written approval from a</li> </ol>	<p><b>363.1 Policy</b> All uses of social media related to the conduct of official postal business require management consent.</p>		
			<p>The Existing Policy does not establish procedures for opening Official Accounts on behalf of the Postal Service. Further, the Existing Policy does not explain that only certain officers have legal authority to agree to Platform Terms on behalf of the Postal Service. The purpose of this change is to establish procedures for establishing official Social Media accounts on behalf of the Postal Service so that Postal Service management can better control the Postal Service's Social Media Program and minimize potential legal risks posed by Official Accounts and the Platform Terms that govern them.</p>
			<p>The Revised Policy clarifies that only certain officers may authorize new Official Accounts. Such officers will need to obtain approval from the Social Media Management Team (the body responsible for overseeing the Postal Service's official Social Media Program) and the applicable Vice President. In addition, Authorized Officers and Account Administrators will need to comply with certain requirements when opening a new Official Account, such as reviewing the Platform Terms and posting important legal notices on the account in order to minimize potential legal risks.</p> <p>While any employee could potentially act as an Account Administrator, it is expected that this role will primarily be held by managers with</p>

<p>representative of the Social Media Management Team and the authorized Vice President managing USPS's social media activities, and</p> <p>iv. coordinate with the Law Department and the Privacy and Records Office in order to minimize risks and ensure compliance with laws.</p> <p>The Social Media Management Team and/or the authorized Vice President, at their discretion, may deny a request to open a new Social Media account for any business reason. All decisions made regarding a request to open a new Social Media account are final. The Social Media Management Team will maintain a list of the Postal Service's official Social Media accounts. Each Authorized Officer (or his or her Authorized Delegate) shall maintain a list of all Social Media accounts that he or she has established on behalf of the Postal Service, as well as the user names, passwords and Account Administrators (defined below) for each account, and shall be responsible for safeguarding such information (such as by storing it in a locked drawer or in an encrypted file that is password-protected). In addition, the Authorized Officer (or his or her Authorized Delegate) shall provide to the Social Media Management Team upon request the password and user name for any account established by such Authorized Officer. The Authorized Officer for an account is responsible for registering that account with the Social Media Registry at</p>			<p>communications and/or marketing expertise. Accordingly, these new requirements will primarily impact Postal Service officers and managers.</p>
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<https://www.digitalgov.gov/services/u-s-digital-registry/>.

b. Appointment and Oversight of Account Administrators. When seeking to open a new official account, the Authorized Officer must select one or more Postal Service employees, or, subject to the requirements specified below, Related Parties, to administer and monitor the account (the **Account Administrators**). The Social Media Management Team along with the Authorized Officer is responsible for supervising the Account Administrators to ensure that they perform their responsibilities under this policy. Related Parties may be designated as Account Administrators by the Authorized Officer only with the approval of the Social Media Management Team and under the supervision of both the Authorized Officer and the Social Media Management Team. Contractors, consultants, or agents would operate under the authority of the Social Media Management Team and Authorized Officer as well as possess agreements in their contracts with Supply Management that cover this area of business.

c. Community Guidelines and Account Notices. Before a new official account is established, the Account Administrators must coordinate with the Law Department to ensure that Community Guidelines, a statement of purpose, a link to the Postal Service's Privacy Policy, and other important information will be displayed on the account or made clearly available through a link on the account (collectively, **Account Notices**). The Account Notices are intended to protect the

<p>Postal Service by governing the activity of individuals who visit official Postal Service accounts.</p>	<p>d. <u>Grandfathered Official Accounts.</u> The requirements set forth in <u>Section 363.4(1)</u> shall not apply to Social Media accounts that were established by USPS Headquarters employees (including, without limitation, members of the U.S. Postal Inspection Service) for the purpose of conducting official USPS business prior to the adoption of these requirements (collectively, <b>Grandfathered Official Accounts</b>). The USPS employee responsible for administering the Grandfathered Official Accounts (which are subject to review by the Social Media Management Team), pursuant to his or her Official Duties, shall be deemed to be the Account Administrator for such accounts for purposes of this policy. The employee is required to display Account Notices on, and adopt Social Media Guidelines for, the Grandfathered Official Accounts that he or she oversees to ensure compliance with all USPS social media policies. Additionally, the Account Administrators for each Grandfathered Official Account must submit to the Social Media Management Team (i) the url for the account, (ii) the name and contact information of each Account Administrator, and (iii) such other information related to the account as the Social Media Management Team shall request.</p>	<p>No similar provision.</p>	<p>The purpose of this provision is to grandfather official USPS Social Media accounts that were created by USPS Headquarters employees prior to the adoption of the Revised Policy. Grandfathered accounts can continue in existence and be considered an Official Account notwithstanding the fact that they were not created in accordance with new Section 363.4(1).</p>	<p>While grandfathered accounts are exempt from the provisions of Section 363.4(1), they must be maintained in accordance with requirements found in this Revised Policy. Employees who are responsible for managing accounts that are grandfathered pursuant to this section will be required to follow the other requirements set forth in this document. Employees who manage accounts that are not grandfathered under this provision, will need to comply with the requirements set forth in Section 363.6 (Personal Use) going forward.</p>
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<p><b>2. Account Administration.</b></p> <p>a. <u>Legal Compliance.</u> The Account Administrators, supervised by the Social Media Management Team, for a particular account are responsible for:</p> <ul style="list-style-type: none"> <li>i. ensuring that the account and all Official Content for that account comply with (A) all Legal Requirements, (B) the Account Notices, (C) the Social Media Guidelines, and (D) the Platform Terms;</li> <li>ii. maintaining the look and feel of the USPS account branding; and,</li> <li>iii. coordinating with the Law Department to ensure that the Account Notices are up-to-date and the current version is on file or posted.</li> </ul> <p>If the Social Media Management Team and the Authorized Officer (or designee) have a disagreement on account activity, the Social Media Advisory Panel will have the opportunity to review and issue a final decision.</p> <p>The Account Administrators shall periodically (and promptly upon receipt of any notice from the platform that the Platform Terms have changed) review the Platform Terms. In addition, the USPS Account Administrators are required to monitor the use of that account and to notify the Law Department if the account becomes a major entry point for usps.com. If you are not sure whether an Official Account is a major entry point for usps.com, consult the</p>	<p>No similar provision.</p>	<p>The Existing Policy does not provide any guidance for USPS employees who administer Official Accounts. This revision instructs such employees to take certain legal precautions, such as ensuring legal notices on the account are up-to-date, periodically reviewing the Platform Terms, and ensuring all content is in compliance with applicable laws and the Platform Terms. It also indicates that such employees are to be supervised by the Social Media Management Team. These requirements are intended to ensure that Official Accounts don't violate third party rights and are managed in accordance with applicable laws, USPS brand guidelines and the Platform Terms.</p>	<p>All employees who manage Official Accounts will be responsible for ensuring the Official Accounts they manage conform to these requirements.</p>
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<p>Law Department.</p>	<p><b>b. Content and Comments.</b> Except as otherwise provided in this clause (b) of <u>Section 363.4(2)</u>, only the Account Administrators for an account may post Official Content to that account on behalf of the Postal Service. Before adding any Official Content to an account (or instructing another employee or Related Party to do so), the Account Administrators must ensure that all approvals and clearances required hereunder have been obtained. Notwithstanding the foregoing, another USPS employee or a Related Party may post Official Content to an Official Account if an Account Administrator has approved that Content in writing and specifically instructed the employee or Related Party to post that Content to that account. However, in order for a Related Party or another USPS employee to post Official Content to an Official Account, he or she must first be properly trained through the official Social Media Training Program as defined in the Learning Management System (LMS) and receive written permission from a member of the Social Media Management Team. In addition, employees and Related Parties may respond to user comments on Official Accounts in accordance with <u>Section 363.5</u> below. The Account Administrators and/or the Social Media Management Team must monitor user posts and comments and endeavor to hide comments that include infringing materials, disclose Personally Identifiable Information (PII), or otherwise violate the Community Guidelines.</p>	<p><b>Similar Provision:</b>  <b>363.1 Policy (Fourth paragraph)</b>                  Contractors and consultants are prohibited from representing the Postal Service in the use of any Social Media tool. While contractors may create content on behalf of the Postal Service, only Postal Service employees may identify themselves as Postal Service spokespersons and post information relating to the conduct of official postal business.</p>	<p>The Existing Policy provides minimal guidance regarding who can post Content to Official Accounts on behalf of the Postal Service. It states that any employee with management consent can post information relating to official postal business. In addition, it prohibits contractors from representing the Postal Service on Social Media. The Revised Policy promotes accountability by requiring that only the individuals who have been appointed to maintain an Official Account may post Content to that account (or authorize others to do so) and only after specified precautions have been taken. However, the Revised Policy also gives the Postal Service the flexibility to use contractors and other employees in limited circumstances and only once they have completed appropriate training.</p>	<p>All employees who are appointed to serve as Account Administrators will be required to ensure that Official Content is approved before it is posted. In addition, these employees will be responsible for monitoring the account and supervising other employees and contractors who they authorize to post Official Content to the account. All contractors and employees will be required to undergo training before being authorized to post Official Content to an Official Account.</p>
<p><b>363.5 Official and Professional use of Social Media: Official Content; Sponsored Content</b></p>				
<p>The following rules apply to USPS Account</p>		<p><b>Similar Provision:</b></p>	<p>The Existing Policy imposes</p>	<p>Consistent with the</p>
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<p>Administrators and all other Postal Service employees and Related Parties when using Social Media in an Official or Professional Capacity, and when creating, obtaining, sharing or posting Official Content or Sponsored Content.</p>	<p><b>363.2 Responsible Use of Social Media</b>          The following rules and regulations apply to Postal Service employees who use Social Media in their official capacity to communicate with the public or Postal Service employees.</p>	<p>rules on employees who use Social Media in their official capacity. This revision broadens the scope of people who are subject to the rules to ensure that all people who use Social Media as part of their Official Duties for the Postal Service are covered. The Revised Policy specifically requires Related Parties to comply and also clarifies that all of the following activities/uses are subject to the rules set forth in Section 363.5:</p> <ul style="list-style-type: none"> <li>• Professional Capacity – using Social Media pursuant to Official Duties, but representing one’s own voice.</li> <li>• Official Capacity – using Social Media pursuant to one’s Official Duties to represent the Postal Service’s voice.</li> <li>• Creating, obtaining, sharing and posting Official Content and Sponsored Content (e.g., celebrity endorsements of the Postal Service) for the Postal Service pursuant to Official Duties.</li> </ul> <p>These requirements are consistent with best practice for businesses that use Social Media and are</p>	<p>Existing Policy, to ensure that Official Accounts and Official Content are managed in a professional manner and comply with applicable laws and policies, all employees when using Social Media as part of their Official Duties, must comply with the requirements set forth in Section 363.5.</p> <p>Training materials will be made available to employees who are required to follow this provision.</p> <p>Certain bargaining unit employees may have the opportunity to use Social Media in a Professional or Official Capacity pursuant to official engagement, promotion or other programs. At this point, there are no plans to require bargaining unit employees to partake in Official or Professional Use of Social Media.</p>
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		<p>designed to ensure that when Employees and Related Parties use Social Media as part of their Official Duties, such use does not violate applicable laws, USPS brand guidelines, Platform Terms or third party rights.</p>	
<p>Except as otherwise specifically provided in this policy, Related Parties and other third parties are prohibited from (i) establishing or maintaining Official Accounts or posting Official Content on behalf of the Postal Service, or (ii) representing, or communicating on behalf of or for, the Postal Service through Social Media. Related Parties may (i) post Official Content in accordance with clause (b) of Section 363.4(2), (ii) serve as Account Administrators in accordance with Section 363.4(1), and (iii) monitor and/or respond to user comments, create or obtain Official Content, and create or post Sponsored Content, on behalf of the Postal Service, if expressly authorized pursuant to a supply-management or other agreement with USPS and if such action is approved by the Social Media Management Team. Related Parties must comply with all official instructions, guidelines, contract terms, scripts and training materials provided by the Postal Service with respect to such conduct in addition to the terms of this policy.</p>	<p><b>Similar Provision: 363.1 Policy (Fourth paragraph)</b> Contractors and consultants are prohibited from representing the Postal Service in the use of any Social Media tool. While contractors may create content on behalf of the Postal Service, only Postal Service employees may identify themselves as Postal Service spokespersons and post information relating to the conduct of official postal business.</p>	<p>The Existing Policy prohibits contractors from representing the Postal Service using Social Media. The purpose of this change is to enable the Postal Service to use contractors in limited circumstances when there are sufficient controls and protections in place.</p>	<p>None.</p>
<p>Except as provided in Section 363.4, USPS employees are prohibited from establishing or maintaining Official Accounts. Furthermore, USPS employees (i) must obtain prior authorization from an Account Administrator, an Authorized Officer or the Social Media Management Team, as applicable, before using Social Media in an Official or Professional Capacity, creating, obtaining, sharing or posting Official Content or Sponsored Content, or authorizing other employees or Related Parties to do so, and (ii) must comply with all official</p>	<p><b>Similar Provision: 363.1 Policy (Third paragraph)</b> All uses of Social Media related to the conduct of official postal business require management consent.</p>	<p>This revision reflects that in addition to management consent, Postal Service employees may only represent the Postal Service on Social Media with the approval of an Account Administrator, an Authorized Officer or the Social Media Management Team.</p>	<p>All employees must obtain approval from an Account Administrator, an Authorized Officer or the Social Media Management Team and comply with all instructions and training materials in order to use Social</p>

<p>instructions, guidelines, scripts and training materials provided by the Authorized Officer, Account Administrator or the Social Media Management Team, as applicable, with respect to such conduct in addition to the terms of this policy.</p>		<p>Centralized approval and oversight is necessary so that the Postal Service can track and manage its official Social Media Program. In addition, this provision requires employees who use Social Media for the Postal Service to comply with instructions and training materials.</p> <p>The Postal Service continuously strives to project a positive image, protect its brand, and present an accurate and unified message to the customers and communities it serves. It is imperative, therefore, that only designated people use Social Media to speak for the Postal Service.</p>	<p>Media in an Official or Professional Capacity, or to create, obtain, share or post Official Content or Sponsored Content.</p>
<p>The rules under this <u>Section 363.5</u> do not apply to, and do not restrict, your Personal Use of Social Media (for rules and guidelines that apply to employees' Personal Use of Social Media, see <u>Section 363.6</u> below).</p> <p>1. <b>Goals.</b> Official Accounts are to be used to promote the Postal Service's brand, products, and services; to create a community of Postal Service customers and fans; to further the Postal Service's mission of providing efficient, reliable, and universal postal products and services; to provide useful notices and information to the public in accordance with the Postal Service's governmental authority; and for law enforcement purposes by the U.S. Postal Inspection Service. Use of an Official Account for</p>	<p>No similar provision.</p>	<p>This revision clarifies that the rules set forth in Section 363.5 do not apply to Postal Service employee's Personal Use of Social Media.</p> <p>The Existing Policy does not explain what Official Accounts should be used for. This revision clarifies that Official Accounts must be used in accordance with the Postal Service's statutory authority and governmental mission.</p>	<p>None.</p> <p>All employees when using Social Media as part of their Official Duties may only use Social Media in accordance with the Postal Service's statutory authority and governmental mission.</p>

<p>any other purpose is prohibited, unless permitted by the Social Media Management Team and the Law Department in writing.</p>			
<p>2. <b>Protect the Postal Service and your reputation.</b> The web is not anonymous. Generally, everything that you post is accessible to anyone with a browser. Assume that everything you post can be traced back to the Postal Service and to you personally. Avoid any statement or comment that might harm the Postal Service's reputation or brand. When using Social Media in a Professional Capacity, be transparent about your role at the Postal Service and disclose that your views are your own and do not necessarily represent the views of the Postal Service.</p>	<p><b>Similar Provision: 363.2(a) Responsible Use of Social Media</b> The web is not anonymous. Generally, everything that you post is accessible to anyone with a browser. Assume that everything you post can be traced back to the Postal Service and to you personally. While some web sites have a restricted content feature; keep in mind that external content is NOT as secure as content that resides on the Postal Service's Intranet. Everything you publish will reflect on the Postal Service's brand and reputation. (See ASM § 363.2(a))</p>	<p>No substantive change.</p>	<p>All employees when using Social Media as part of their Official Duties must avoid posting statements that might harm the USPS's reputation or brand. In addition, when using Social Media in a Professional Capacity, employees must disclose that they work for the Postal Service and that they are expressing their own views.</p>
	<p><b>Similar Provision: 363.2(g) Responsible Use of Social Media</b> Be transparent. Use your real name, identify that you work for the Postal Service, and be clear about your role. It is never acceptable to hide your identity or try to plant statements that appear to be from an objective observer when they are really made by Postal Service employees</p>		

	in their official capacity.		
<p>3. <b>Refer any media inquiries to Corporate Communications.</b> If your official blog or other Official Account receives a media inquiry about the Postal Service or its products, services, or employees, you must call Corporate Communications at (202) 268-2155. Do not respond to any inquiries from the media.</p>	<p><b>Similar Provision:</b>  <b>363.2(c) Responsible Use of Social Media</b>  Refer any media inquiries to Corporate Communications. If your blog or other Social Media application receives a media inquiry about the Postal Service or its products, services, or employees, you must call Corporate Communications before responding at 202-268-2155.</p>	<p>No substantive change.</p>	<p>All employees when using Social Media as part of their Official Duties must not respond to media inquiries, but instead should report them to Corporate Communications.</p>
<p>4. <b>Intellectual Property.</b> Comply with intellectual property laws. Before you post, share, display, or otherwise make publicly available any Content that contains any logo, slogan, name, likeness, stamp image, design, idea, art, photo, video, application, sound, music, software, functionality, or other intellectual property, submit the Content to the Ad Review Team at KN8ZD0@usa.dce.usps.gov, unless (i) such use is allowed by U.S. law for criminal law enforcement purposes or (ii) the Ad Review Team has advised that such Content need not be reviewed. <b>Do not assume that materials used in other USPS publications, online channels, events, or other communications venues are available for use on Social Media; the Postal Service may not have permission to use those materials elsewhere.</b></p>	<p><b>Similar Provision:</b>  <b>363.2(e) Responsible Use of Social Media</b>  Legal requirements. You must comply with brand, trademark, copyright, fair use, privacy, and financial disclosure laws. If you have questions about these, contact the Postal Service Law Department.</p> <p><b>Similar Provision:</b>  <b>363.2(f) Responsible Use of Social Media</b>  Be responsible. Abide by existing Postal Service privacy, information security, ethics, and copyright policies. No employee shall post content included in the below listed categories below 8. Material that violates</p>	<p>The Existing Policy requires employees to comply with trademark, copyright and fair use laws, but does not provide clear guidance to employees on how to do so and is not consistent with current Postal Service practice. The Revised Policy clarifies that, with few exceptions, Content that includes any type of intellectual property must be submitted to the Law Department Ad Review Team to help ensure that the Postal Service does not infringe third party rights.</p>	<p>All employees when using Social Media as part of their Official Duties must submit Content containing intellectual property to the Law Department Ad Review Team for review prior to sharing or posting that Content.</p>

<p>5. <b>Accessibility.</b> Section 508 of the Rehabilitation Act of 1973 requires that electronic and information technologies purchased, maintained, or used by the Federal Government meet certain accessibility standards. If you are responsible for creating, procuring, or posting any Official Content, you should endeavor to ensure that such content satisfies the requirements set forth in Section 508. For multimedia content, use the following checklist to ensure it is accessible:  <a href="http://www.hhs.gov/web/508/accessiblefiles/checklistmulti.html">http://www.hhs.gov/web/508/accessiblefiles/checklistmulti.html</a></p>	<p>copyright laws.                  No similar provision.</p>	<p>The Postal Service is subject to Section 508 of the Rehabilitation Act of 1973, which requires digital communications, such as Social Media posts, to be accessible to people with disabilities. The Existing Policy does not mention Section 508. The Revised Policy reminds employees that they should endeavor to comply with these requirements when using Social Media as part of their Official Duties, so that the Postal Service does not violate the law or deprive certain audiences of access to important information.</p>	<p>All employees when using Social Media as part of their Official Duties should endeavor to ensure that all Official Content is Section 508 compliant.</p>
<p>6. <b>Sponsored Content (such as testimonials, celebrity or tastemaker blogs and tweets, and brand ambassador posts).</b> If you are a celebrity, blogger, tastemaker, brand ambassador, or other party preparing, posting, or contributing to any Sponsored Content at the direction or for the benefit of the Postal Service or pursuant to a Postal Service sponsored initiative, you must:</p> <ol style="list-style-type: none"> <li>Prominently disclose in each post any Material Connection that you have with USPS, such as an employment or contractual relationship or any consideration you have received directly or indirectly from USPS or a Related Party acting on USPS's behalf;</li> <li>Currently use any product or service discussed in any Sponsored Content;</li> <li>Ensure that all Sponsored Content is truthful and based on your actual experience, does</li> </ol>	<p>No similar provision.</p>	<p>The Postal Service is subject to the Federal Trade Commission Act (FTCA), which prohibits advertisers from engaging in deceptive advertising practices. The FTCA requires advertisers who use third-party sponsors, such as celebrity endorsers and bloggers, to abide by certain requirements to ensure that the Sponsored Content is not deceptive. The Existing Policy does not address these requirements. The Revised Policy seeks to protect the Postal Service</p>	<p>All employees when working with celebrities and other influencers to promote the USPS as part of the employee's Official Duties must ensure that such third parties are required to comply with the terms of this policy and monitor them for compliance to help ensure that the Postal Service does not violate the FTCA or other false advertising laws.</p>

<p>not contain any misleading or unsubstantiated claims about USPS products or services or those of any USPS competitor, and does not make any claims about achieving untypical results;</p> <p>d. Disclose that the Content constitutes your own views and opinions and not those of the Postal Service; and</p> <p>e. Fully comply with all the terms of this policy and any releases, contracts, instructions or guidelines governing such Content or initiative.</p> <p>If you work with third-party bloggers, celebrities, tastemakers, brand ambassadors or others on Sponsored Content initiatives as part of your Official Duties, you must (i) require such third parties who prepare, contribute to, and/or post Sponsored Content to fully comply with the terms of this policy, (ii) review their Sponsored Content to ensure compliance, and (iii) ensure that the Sponsored Content is submitted to the Ad Review Team at <a href="mailto:KNSZDQ@usa.dce.usps.gov">KNSZDQ@usa.dce.usps.gov</a> before it is posted, unless the Ad Review Team has advised that such Content need not be reviewed. For instance, if you are working on an initiative that involves sending free merchandise to bloggers as an incentive to get them to blog about USPS, require the bloggers to disclose that they have a Material Connection with USPS and monitor their blog for compliance. Consult with the Law Department before initiating or engaging in a Sponsored Content initiative.</p>	<p>from potential liability under the FTCA by requiring employees and third parties who work on Sponsored Content for the Postal Service to abide by the guidelines established by the Federal Trade Commission (FTC). The revision also requires employees and contractors who work with such third parties to monitor such third parties for compliance, as is recommended by the FTC.</p>	<p>In addition, in the future, employees may be able to volunteer to serve as brand ambassadors (i.e., to promote the Postal Service on their own Social Media accounts), or to create Sponsored Content, subject to the oversight of the Social Media Management Team and the requirements set forth in the Revised Policy. Such employees will also be required to comply with the FTC's guidelines. Further, if/when employees serve as brand ambassadors or create Sponsored Content, they will be required to comply with the requirements set forth in Section 363.5.</p>
<p><b>7. Promotional Content.</b></p> <p>a. Claims about the Postal Service and the Postal Service's services, products, brand, customers, and competitors must be:</p> <ol style="list-style-type: none"> <li>i. truthful and not misleading;</li> <li>ii. substantiated by reliable evidence; and</li> </ol>	<p>The Postal Service's promotional activities, including Social Media use, are subject to several laws, including the FTCA, the Lanham Act, federal ethics</p>	<p>All employees when using Social Media as part of their Official Duties must comply with the requirements set forth in this Section,</p>
<p><b>Similar Provision:</b></p> <p><b>363.2(g) Responsible Use of Social Media</b></p> <p>Be transparent. Use your real name, identify that you work for the Postal Service,</p>	<p>19</p>	

<p>iii. not likely to cause harm to consumers. Before you post any Content that includes such a claim, submit such Content to the Ad Review Team at <a href="mailto:KN8ZD0@usa.doe.usps.gov">KN8ZD0@usa.doe.usps.gov</a>, unless the Ad Review Team has advised that such Content need not be reviewed.</p> <p>b. <u>Endorsements by the Postal Service.</u> Do not post any Official Content or share any other information that could give the impression that the Postal Service endorses any product, service, private interest, or enterprise unless the Content has been reviewed by the Ad Review Team and the Ethics Office. See also Section 333.6 of the Administrative Services Manual (ASM), "Endorsement of Nonpostal Products, Services or Businesses."</p> <p>c. <u>Surveys, Contests, Sweepstakes, Chain Letters, and Promotions.</u> Do not use Social Media to conduct any survey, contest, sweepstakes, chain letter, or promotion unless it has been approved by the Law Department, Labor Relations and the Privacy and Records Office. Notwithstanding the foregoing, you may conduct a survey or quiz provided that:</p> <ol style="list-style-type: none"> <li>i. you do not collect, capture, store, or disseminate any information provided by participants (including, without limitation, the name of any participant),</li> <li>ii. you do not award a prize,</li> <li>iii. the survey is conducted in-house,</li> <li>iv. you do not in any way use or reference names, logos, or other intellectual property owned by a party other than the Postal Service, and</li> <li>v. the purpose of the poll is not to gauge employees' support for their union.</li> </ol>	<p>and be clear about your role. It is never acceptable to hide your identity or try to plant statements that appear to be from an objective observer when they are really made by Postal Service employees in their official capacity.</p>	<p>rules, the Privacy Act and laws governing sweepstakes and contests. The Existing Policy instructs employees to be transparent and not to pretend to be objective observers when they really work for the Postal Service, but does not establish sufficient guidelines, controls or oversight to ensure that the Postal Service does not violate these laws. The Revised Policy establishes rules and procedures for employees and Related Parties to follow when using Social Media to promote the Postal Service, so that they are less likely to violate such laws.</p>	<p>including making sure all claims are accurate. In certain instances, employees may need to consult with the Ad Review Team, the Privacy Office, the Ethics Office and/or other departments before engaging in certain activities on Social Media as part of their Official Duties.</p>
<p>8. Responding to Customer Inquiries and Complaints on Official USPS Social Media</p>	<p>Similar Provision: 363.2(d) Responsible Use</p>	<p>The Existing Policy vaguely requires employees to be</p>	<p>All employees when using Social Media to</p>

<p><b>Accounts; Service Announcements.</b> When responding to comments by and/or questions from customers, or issuing a simple hiring, service disruption or similar operational announcement, whether as a Postal employee or Related Party on Postal Service social channels, strictly follow any guides, instructions, scripts, training materials or other materials that have been provided to you by the Social Media Management Team, the Account Administrator or an Authorized Officer. Such guides, instructions, scripts and training materials must be reviewed by the Law Department prior to use.</p>	<p><b>of Social Media</b> Be respectful. Whether in the actual or virtual world, your interactions and discourse should be respectful. Do not verbally attack other individuals or companies. This includes fellow employees, contractors, customers, vendors, and competitors.</p>	<p>respectful. This revision provides more detailed guidance to employees and Related Parties on what their responsibilities are when responding to customer service inquiries on Social Media as part of their Official Duties. It also clarifies that the Social Media Management Team, the Account Administrator or an Authorized Officer is responsible for adopting and distributing requirements for Social Media-based customer service activities. The purpose of this revision is to help ensure customers receive accurate, consistent and professional responses.</p>	<p>respond to customer inquiries or issuing operational announcements as part of their Official Duties must follow instructions provided by the Social Media Management Team, the Account Administrator or an Authorized Officer.</p>
<p>9. <b>Linking.</b> Only the applicable Account Administrators may post external links on an Official Account. In order to post an external link on an Official Account, Account Administrators must comply with the rules and standards that apply to links on usps.com as set forth in the Management Instruction on the Web Site Affiliation Program (AS-610-2012-3 or any update thereto or replacement thereof). If the link and the surrounding text constitute an endorsement, then, in addition to complying with the Management Instruction, you must get approval for the endorsement from the Law Department and the Ethics Office.</p>	<p>No similar provision.</p>	<p>The Postal Service has a Management Instruction (MI) that sets forth rules employees must follow when placing links to external sites on usps.com. This revision would extend such requirements to external links that are placed on Official Accounts. The MI serves an important purpose of ensuring that customers understand when they are leaving an official Postal Service site to visit a third-party controlled site.</p>	<p>All employees when posting a link to an external site from an Official Account as part of their Official Duties must comply with the MI. In addition, they must consult with the Ethics Office and the Law Department if the link and surrounding text constitute an endorsement of a third party.</p>
<p>10. <b>Privacy Policy and Requirements.</b> The Postal Service has an official Privacy Policy (available at</p>	<p><b>Similar Provision:</b> <b>363.2(b) Responsible Use</b></p>	<p>The Postal Service is subject to several privacy related</p>	<p>All employees when using Social Media as</p>

<p><a href="http://www.usps.com/privacy">www.usps.com/privacy</a>) and a handbook of regulations (Handbook AS-353, <i>Guide to Privacy, the FOIA, and Records Management</i>). Employees must be familiar and comply with these policies when engaging with customers via Social Media. Additionally:</p> <p>a. <b>Respect privacy; never ask for personal social networking passwords.</b> While making a "friend" request to an employee or coworker is permitted, a request to obtain his or her password is not. To ensure that the privacy of employees' and applicants' personal blogs and social networking sites is preserved, do not ask employees, coworkers, or Postal Service job applicants for their personal login passwords. However, if you manage an Official Account for the Postal Service and leave your job, you must provide your manager with the login information to that Official Account before leaving the Postal Service or that role.</p> <p>b. <b>Modifications.</b> Before adding any new application or functionality to a Social Media account, site, or presence, consult with the Law Department and the Privacy and Records Office in order to minimize risks and ensure legal compliance.</p> <p>c. <b>Confidentiality.</b> Maintain confidentiality of files and materials that are marked "confidential," "internal only," "restricted information," "sensitive" or "sensitive-enhanced information." Do not publicly share any information marked "For Internal Use Only."</p> <p>d. <b>Personally Identifiable Information (PII).</b> Notwithstanding anything to the contrary set forth herein, do not create, post, share, disclose, display, or otherwise make publicly</p>	<p><b>of Social Media</b>  <b>All proprietary information and information covered by the Privacy Act are off limits.</b> Do not post Postal Service information that has not already been made available publicly by the Postal Service. Posting material or online discussion of information related to Postal Service revenue forecasts, personnel matters, future products, unannounced pricing decisions, undisclosed financial results, or similar matters is prohibited and might result in legal action against you and/or the Postal Service. It is your responsibility to respect and protect the Postal Service's confidential information by not commenting on these topics. When in doubt about what discussion topics or comments are appropriate, please contact your immediate supervisor, Corporate Communications, or the Office of the General Counsel for guidance.</p> <p><b>Similar Provision: 363.2(e) Responsible Use of Social Media</b>  <b>Legal requirements.</b> You must comply with brand,</p>	<p>laws, such as the Privacy Act, as well as internal privacy policies. The Existing Policy prohibits employees from disclosing certain undisclosed business information as well as personally identifiable and sensitive information. It also vaguely requires employees to comply with privacy laws without explaining what is required. The purpose of this revision is to provide more detailed instructions to employees and Related Parties regarding privacy requirements. It also instructs employees and Related Parties to contact the Law Department and the Privacy and Records Office before adding new functionality or applications to a Social Media account.</p> <p>This provision is narrowly tailored to ensure that employees comply with applicable laws and protect the Postal Service's confidential business communications when acting pursuant to their Official Duties.</p>	<p>part of their Official Duties must (1) comply with Postal Service policies related to privacy, FOIA and records, management, (2) consult with the Privacy and Records Office when modifying an official account, (3) not request passwords for personal accounts from colleagues or job applicants, (4) maintain the confidentiality of materials that are marked as confidential, sensitive, and (5) not disclose PII unless an exception is obtained through the Ad Review Process.</p>
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<p>available Personally Identifiable Information (PII), unless an exception is obtained. All requests for potential exceptions sought for external disclosure of Personally Identifiable Information (PII) through Social Media must be vetted through the Ad Review process to ensure compliance with the Privacy Act of 1974, USPS Privacy Policy and other applicable Federal laws, and are subject to final approval by the Chief Privacy and Records Management Officer.</p>	<p>trademark, copyright, fair use, privacy, and financial disclosure laws. If you have questions about these, contact the Postal Service Law Department.</p> <p><b>Similar Provision:</b>  <b>363.2(f) Responsible Use of Social Media</b>          No employee shall post content included in the below listed categories: Personally identifiable or sensitive information, including sensitive business information (e.g., information on Postal Service contracting agreements, disciplinary actions, pending administrative hearings; and internal memos).</p>		
<p><b>11. Legal Requirements.</b> You must comply with all Legal Requirements and Platform Terms. <b>Do not commit the Postal Service to any action unless you have authority to do so and the Postal Service is legally able to comply with such commitment.</b></p> <p>[NOTE: "Legal Requirements" are all laws, rules, regulations, guidance (including but not limited to guidance issued by the FTC under the FTCA), and Postal Service policies, enacted or adopted from time to time.]</p>	<p><b>Similar Provision:</b>  <b>363.2(e) Responsible Use of Social Media</b>          Legal requirements. You must comply with brand, trademark, copyright, fair use, privacy, and financial disclosure laws. If you have questions about these, contact the Postal Service Law Department.</p> <p><b>Similar Provision:</b>  <b>363.3 Additional Conduct and Privacy Policies</b>          Additional conduct and privacy policies that apply to</p>	<p>The Existing Policy lists certain types of laws that employees must comply with when using Social Media in an official capacity. It also lists specific Postal Service policies that employees must comply with. This revision requires employees and Related Parties when using Social Media in an Official or Professional Capacity to comply with all applicable laws and Postal Service policies, and prohibits them from committing the Postal Service to any action that</p>	<p>All employees when using Social Media as part of their Official Duties must comply with applicable laws, rules, regulations, guidance, policies, and Platform Terms.</p>

<p>12. <b>Content Restrictions.</b> Do not create, post, share, disclose, display, or otherwise make publicly available any content included in the below-listed categories:  a. Content that violates another individual's rights, such as privacy or publicity rights,</p>	<p>Postal Service employees: <i>Employee and Labor Relations Manual (ELM)</i>, 660 (Conduct).  Postal Service Standards of Conduct, ELM 665.  Handbook AS-353, <i>Guide to Privacy, the Freedom of Information Act, and Records Management</i>.  Standards of Ethical Conduct for Employees of the Executive Branch, 5 CFR 2635.  Supplemental Standards of Ethical Conduct for Employees of the United States Postal Service, 5 CFR 7001.  Handbook AS-805, <i>Information Security Administrative Support Manual</i>, 333.6, Endorsement of Nonpostal Products Services, or Businesses.  The Hatch Act, 5 USC §§ 7321–7326.  The criminal conflict of interest laws, 18 USC §§ 201–203, 205, and 207–209.  The Anti-Lobbying Act, 18 USC § 1913.  (See ASM § 363.3)</p>	<p>would be illegal.</p>	
<p><b>363.2(f) Responsible Use of Social Media</b>  Be responsible. Abide by existing Postal Service privacy, information security,</p>	<p><b>Similar Provision:</b>  <b>363.2(f) Responsible Use of Social Media</b>  Be responsible. Abide by existing Postal Service privacy, information security,</p>	<p>The Existing Policy prohibits employees from posting certain types of content when working in an official capacity. This revision imposes these same</p>	<p>All employees when using Social Media as part of their Official Duties must avoid posting the types of Content specified in</p>

<p>including but not limited to an individual's name, likeness, or voice, except as allowed by U.S. law for criminal law enforcement purposes.</p> <ul style="list-style-type: none"> <li>b. Personal attacks, libelous statements, hate speech, defamation, fraud, accusations, threats, harassment, discriminatory comments targeting specific individuals or groups or other unlawful or legally actionable material.</li> <li>c. Content about the Postal Service, USPS products or services, USPS management, coworkers, customers, vendors, or others that is vulgar, obscene, disparaging, threatening, intimidating, defamatory, discriminatory, harassing, or a violation of the Postal Service's policies.</li> <li>d. Endorsements of political parties, candidates, or groups.</li> <li>e. Discussions of topics unrelated to the Postal Service's mission or the goals listed above.</li> <li>f. Content that is generally considered obscene, violent, profane, deceptive, or defamatory or that could be harmful to minors.</li> <li>g. Content advocating unlawful action.</li> <li>h. Content that violates copyright, trademark, trade secret, patent, or other intellectual-property laws.</li> <li>i. Content that violates or is inconsistent with the applicable Platform Terms.</li> <li>j. Content that is inaccurate, unsubstantiated, misleading, deceptive, or dishonest.</li> <li>k. Content that could subject USPS to liability or a security risk.</li> <li>l. Any software, program or file that could damage the operation of another person's computer, such as a file containing a virus.</li> </ul> <p>If you are unsure whether certain Content falls into one of the categories listed above, consult with</p>	<p>ethics, and copyright policies. No employee shall post content included in the below listed categories:</p> <ol style="list-style-type: none"> <li>1. Information that infringes on another individual's privacy rights.</li> <li>2. Personally identifiable or sensitive information, including sensitive business information (e.g., information on Postal Service contracting agreements, disciplinary actions, pending administrative hearings, and internal memos).</li> <li>3. Personal attacks, accusations, threats, or discriminatory comments targeting specific individuals or groups.</li> <li>4. Endorsements of political parties, candidates, or groups.</li> <li>5. Discussions of topics unrelated to the Postal Service's mission.</li> <li>6. Profanity — any content that is generally considered obscene, deceptive, or defamatory.</li> <li>7. Content advocating unlawful action.</li> </ol>	<p>requirements on employees and Related Parties, and, consistent with best practice, expands the list of restricted Content to include additional categories, such as statements that constitute hate speech, harassment, and Content that is inconsistent with the applicable Platform Terms or could subject USPS to liability. These additional categories have been added because they are likely to violate applicable laws or policies or cause harm to the Postal Service or third parties.</p>	<p>this provision. If an employee is unsure about whether his or her Content is prohibited, he/she may contact the Law Department.</p>
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<p>the Law Department and the Privacy and Records Office before posting the Content.</p> <p><b>13. Third-Party Content; Brand Ambassadors.</b></p> <p>a. Use. Before posting, sharing or otherwise using third-party Content (such as Sponsored Content, a statement endorsing USPS's brand or products, user-generated Content or Content created by another USPS employee or customer) unless you are using such Content for criminal law enforcement purposes and permission to use such Content is not required under U.S. law:</p> <ol style="list-style-type: none"> <li>Obtain written permission from the individual who created the Content to use the Content, which permission should include a certification from the individual that: (1) he or she independently created the Content and did not use any third-party logos, names, slogans, images, text or designs, and (2) if applicable, the Content is truthful, honest, and reflects the speaker's current opinion based on his or her personal experience (the Law Department can help you prepare the permission and can advise as to whether an executed release is advisable or whether a less formal permission is sufficient);</li> <li>Submit the Content to the Ad Review Team at <a href="mailto:KN8ZDO@usa.dce.usps.gov">KN8ZDO@usa.dce.usps.gov</a> for review, unless the Ad Review Team has advised that such Content need not be reviewed;</li> <li>If the Postal Service has paid for or sponsored the Content or there is a Material Connection between the Postal</li> </ol>	<p>8. Material that violates copyright laws.</p> <p><b>Similar Provision:</b>  <b>363.2(e) Responsible Use of Social Media</b>                  Legal requirements. You must comply with brand, trademark, copyright, fair use, privacy, and financial disclosure laws. If you have questions about these contact the Postal Service Law Department.</p> <p><b>Similar Provision:</b>  <b>363.2(f) Responsible Use of Social Media</b>                  Be responsible. Abide by existing Postal Service privacy, information security, ethics, and copyright policies. No employee shall post content included in the below listed categories:</p> <p>8. Material that violates copyright laws.</p>	<p>The Existing Policy requires employees to comply with trademark and copyright laws, but does not provide clear guidance to employees on how to lawfully use third-party content, including user-generated content (UGC). This revision clarifies that employees must obtain permission from the third party, submit the Content to the Ad Review Team for review, disclose any Material Connection between the Postal Service and the third-party to ensure compliance with the FTC's guidelines and ensure that the Content complies with this policy even though it was created by a third party and not the Postal Service. In addition, prior to engaging in a campaign to solicit UGC, employees must consult with the Law Department.</p> <p>These requirements are narrowly tailored to help ensure that the Postal Service complies with intellectual property laws and FTC guidelines that apply to the use of third-party</p>	<p>All employees before posting or sharing third party Content, including UGC, must ensure that they have taken the precautions set forth in this provision.</p>
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<p>Service and the third party who created the Content, disclose that information, such as through a statement that the Content has been "Sponsored by USPS;" and</p> <p>4. Comply with, and ensure the Content complies with, the requirements set forth in this <u>Section 363.5</u>.</p> <p>b. <u>Solicitation</u>. Consult with the Law Department before engaging in a campaign or initiative to solicit Content from third parties (including, but not limited to, Postal Service employees).</p>		Content.	
<p><b>363.6 Personal Use of Social Media</b></p> <p>The following rules and recommended guidelines apply to all Postal Service employees and Related Parties who use Social Media in an unofficial or Personal Capacity. As an independent establishment of the Executive Branch of the United States Government, the Postal Service is responsible for ensuring that the public has access to accurate and trustworthy information regarding the Postal Service and the services that it provides. In addition, in certain instances, the Postal Service may be held liable for the conduct of its employees and Related Parties even if the employees and Related Parties were not acting in their Official Capacities. The purpose of this section is to protect the public, promote transparency, and protect the Postal Service from liability.</p> <p>[NOTE: "Personal Use" or "Personal Capacity" is an employee's or Related Party's use of Social Media to express his or her own views and excludes any use that constitutes Professional Use or Official Use. Unless you are acting pursuant to your Official Duties and with prior approval as specified herein, you are using Social Media in a Personal Capacity.]</p>	No similar provision.	This term explains that the Postal Service has a vested interest in placing some restrictions on employees' Personal Use of Social Media, such as to ensure transparency and minimize the Postal Service's legal liability.	None.

<p><b>1. Recommended guidelines</b></p> <p>a. <u>Transparency.</u> The Federal Trade Commission (FTC), the agency responsible for interpreting and enforcing the Federal Trade Commission Act (FTCA) (15 USC § 45), which prohibits deceptive acts and practices in or affecting commerce, has issued Guides Concerning the Use of Endorsements and Testimonials in Advertising (the Guides) to shed light on how the FTC interprets the FTCA in the context of endorsements. The Guides state that when there is a relationship between an individual and the brand or product the individual is endorsing, the individual must disclose his or her relationship with the brand or product if the relationship might materially affect the weight or credibility of the endorsement. If the individual fails to disclose the relationship, both the individual and the company being endorsed could be subject to liability under the FTCA. For illustrative purposes, the Guides explain that an employee who promotes his employer's product on an online message board should disclose his relationship with the manufacturer if knowledge of the relationship would materially affect the weight or credibility of the employee's statement. Accordingly, when promoting USPS products or services, please disclose your relationship with the Postal Service if that information would materially affect the weight or credibility of your statement from the perspective of a consumer. Also, to avoid any implication that your statement reflects the official views of the Postal Service, please disclose that your views are your own and do not necessarily represent the views of the Postal Service.</p>	<p>No similar provision.</p>	<p>As mentioned above, the Postal Service is subject to the FTCA. Under the FTCA, the Postal Service can be held liable for misleading and false promotional claims made by its employees even if the employees were not acting in an Official Capacity. In order to (1) minimize the Postal Service's legal risk, and (2) ensure that consumers are not given inaccurate or deceptive information or confused about the official or unofficial nature of a Social Media communication, this revision requests that employees when promoting the Postal Service on Social Media, disclose their relationship with the Postal Service and note that the communication is not an official communication. This term is a recommended guideline and is not a requirement.</p>	<p>None. This provision recommends that employees when promoting Postal Service products or services on Social Media in a Personal Capacity, disclose their relationship with the Postal Service and disclose that they are expressing their own views and not acting as a Postal Service representative.</p>
<p>b. <u>USPS Marks.</u> Do not use USPS trademarks and logos when using Social Media in a Personal</p>	<p>No similar provision.</p>	<p>This term clarifies that employees and Related</p>	<p>None. This provision recommends, but does</p>

<p>Capacity if such use is likely to confuse consumers as to whether your personal use is sanctioned by or affiliated with the Postal Service. For example, do not place the USPS logo on your personal vehicle and post a picture of that vehicle if others will assume that your vehicle is an official USPS vehicle when it is not being used as a USPS vehicle. Further, for the Postal Service's protection as well as your own, please respect the laws that govern copyrights, trademarks, and other intellectual property.</p>		<p>Parties should not use Postal Service marks for a personal purpose if such use is likely to cause consumer confusion. The purpose of this term is to protect Postal Service marks and consumers.</p>	<p>not require, that employees not use Postal Service marks in a way that would cause consumer confusion. [NOTE: This policy does not alter trademark laws and the Postal Service reserves the right to enforce its rights against employees who infringe the Postal Service's rights.]</p>
<p><b>2. Rules</b>  a. <u>Unofficial Use.</u> Unless you are an Account Administrator or have received prior authorization from an Account Administrator or the Social Media Management Team, do not use Social Media to speak for or act on behalf of the Postal Service or suggest that you have the authority to do so. In addition, do not create, maintain, or administer any Social Media account that purports to be an official Postal Service account unless the account has been approved by the Social Media Management Team and is established and administered in accordance with <u>Section 363.4.</u></p>	<p><b>Similar Provision:</b>  <b>363.1 Policy (Second Paragraph)</b>  Whether Postal Service employees choose to participate in Social Media on their own time is their decision. However, when using Social Media in a personal capacity, employees may not speak for or act on behalf of the Postal Service.</p>	<p>No substantive difference.</p>	<p>None. This provision does not impose any new requirements. An employee may only represent the Postal Service in an Official Capacity on Social Media, if the employee has been properly authorized to do so by the Postal Service. Accordingly, all other employees are instructed not to speak for the Postal Service or open or maintain what appears to be an Official Account.</p>
<p>b. <u>Behavior and Personal Conduct - Employees.</u>  Harassment, bullying, discrimination, or retaliation on Social Media: (1) between coworkers; or (2) by employees who identify themselves as Postal Service employees on Social Media that would be impermissible in the workplace is not permissible online, even if it is</p>	<p>No similar provision.</p>	<p>The purpose of this provision is to prohibit employees from engaging in harassment, bullying, discrimination or retaliation while using Social Media if such conduct (1) has the potential to harm</p>	<p>Employees are prohibited from using Social Media to harass, bully, retaliate or discriminate if such conduct would be prohibited in the</p>

<p>done after hours, from home, and on a personal computer, smartphone, laptop or tablet device. Employees are expected to conduct themselves during and outside of working hours in a manner that reflects favorably upon the Postal Service. Although it is not the policy of the Postal Service to interfere with the private lives of employees, it does require that Postal Service employees be honest, reliable, trustworthy, courteous, and of good character and reputation. The Federal Standards of Ethical Conduct referenced in Section 662.1 of the Employee and Labor Relations Manual also contain regulations governing the off-duty behavior of Postal Service employees. Employees must not engage in criminal, dishonest, notoriously disgraceful, immoral, or other conduct prejudicial to the Postal Service, whether done online using a personal computer, smartphone, laptop or tablet device or otherwise. Conviction for a violation of any criminal statute may be grounds for disciplinary action against an employee, including removal of the employee, in addition to any other penalty imposed pursuant to statute. This rule does not in any way restrict or prohibit Postal Service employees from engaging in concerted protected activity as provided for in the National Labor Relations Act (29 U.S.C. 151 et seq.), including the right to discuss wages, hours, benefits, and other terms and conditions of employment.</p>		<p>coworkers or reflect poorly on the Postal Service and (2) would be impermissible if conducted in the workplace. In addition, this provision reminds employees that they must comply with the Standards of Ethical Conduct requirements set forth in the Employee and Labor Relations Manual (ELM) when they are off duty.</p>	<p>workplace and if the conduct (1) involves a coworker or (2) is likely to reflect poorly on the Postal Service because the employee has publicly identified him or herself as a Postal Service employee. This provision does not in any way restrict employees from engaging in concerted, protected activity, such as discussing their wages, hours, or other conditions of employment, under the National Labor Relations Act.</p>
<p>c. <u>Behavior and Personal Conduct – Related Parties.</u> Related Parties are expected to conduct themselves during and outside of working hours in a manner that reflects favorably upon the Postal Service. Although it is not the policy of the Postal Service to interfere with the private lives of Related Parties, it does require that Related Parties who represent the Postal Service</p>	<p>No similar provision.</p>	<p>This provision was added to ensure that Related Parties who represent the Postal Service on Social Media comply with certain behavior and conduct standards even on their personal time.</p>	<p>None.</p>

<p>brand be honest, reliable, trustworthy, courteous, and of good character and reputation. Related Parties must not engage in criminal, dishonest, notoriously disgraceful, immoral, or other conduct prejudicial to the Postal Service, whether done online using a personal computer, smartphone, laptop or tablet device or otherwise. Conviction for a violation of any criminal statute may be grounds for action against a Related Party, including termination of the Related Party's contract, in addition to any other penalty imposed pursuant to statute or contract, as applicable.</p>				
<p><b>363.7 Definitions</b>                  The following definitions apply to this Social Media Policy:</p> <ol style="list-style-type: none"> <li>1. <b>"Account Administrators"</b> is defined in <u>Section 363.4.</u></li> <li>2. <b>"Account Notices"</b> is defined in <u>Section 363.4.</u></li> <li>3. <b>"Ad Review Team"</b> is the cross-functional group of USPS employees who review advertisements. Content can be submitted by email to <u>KN8ZD0@usps.gov.</u></li> <li>4. <b>"Authorized Delegate"</b> is defined in <u>Section 363.4</u></li> <li>5. <b>"Authorized Officer"</b> is defined in <u>Section 363.4</u></li> <li>6. <b>"Content"</b> is all content, including, without limitation, all information, text, comments, logos, slogans, designs, ideas, art, photos, videos, applications, sounds, music, software, functionality, contests, sweepstakes, promotions and similar materials that is or will be posted, displayed, shared or otherwise made available on</li> </ol>	<p>No similar provision.</p>	<p>This Section includes a definitions section to ensure that all terms are clearly defined and to avoid ambiguity.</p>	<p>None.</p>	

Social Media.

7. **“Community Guidelines”** are guidelines drafted by the USPS Law Department that govern users’ use of an Official Account. Community Guidelines are individually tailored for each account.

8. **“Endorse”** is the act of giving one’s public approval or support to someone or something, such as a brand, product or service.

9. **“Grandfathered Official Accounts”** is defined in Section 363.4(1).

10. **“Legal Requirements”** are all laws, rules, regulations, guidance (including but not limited to guidance issued by the FTC under the FTCA), and Postal Service policies, enacted or adopted from time to time.

11. **“Material Connection”** is, in accordance with 16 CFR § 255.5, a connection between a company or individual and the USPS, which if disclosed, might materially affect the weight or credibility of a statement made by the company or individual (i.e., the connection is not reasonably expected by the audience). For example, if the USPS were to pay a celebrity to tweet about the USPS, there would be a Material Connection between the USPS and the celebrity, as the weight of the tweet may be materially affected by the unexpected relationship between the USPS and the celebrity. In addition, an employment or contractual relationship could be considered a Material Connection.

12. **“Official Account”** is any Social Media account, site, or presence that (1) was established on behalf of the USPS in accordance with Section

363.4 (or was established on behalf of the USPS prior to the adoption of this policy and is a Grandfathered Official Account), and (2) is currently administered by one or more Account Administrators in accordance with this policy.

13. "Official Content" is all Content that is or will be posted, displayed, shared or otherwise made publicly available for, by or on behalf of the Postal Service on any Official Account or any Unofficial Account by any USPS employee or Related Party in accordance with that employee's or Related Party's Official Duties. Official Content expresses the Postal Service's official voice. Unless you are acting pursuant to your Official Duties and with prior approval as specified herein, any Content that you create, post, display, or share is not Official Content.

14. "Official Duties" are those actions and/or responsibilities that have been sponsored, fostered, approved or authorized (whether by law, policy, contract, or otherwise) by a Postal Service manager with the authority to sponsor, foster, approve or authorize such actions and/or responsibilities.

15. "Official Use" or "Official Capacity" is an employee's or Related Party's use of Social Media for the purpose of communicating (Internally or externally) the official views of the USPS as part of the employee's or Related Party's Official Duties. Supervisors and contracting officers, when instructing an employee or Related Party to use Social Media in an Official Capacity, must clearly explain the scope of the assignment and authority and what Social Media tools can be used. Official Use can include communications on the USPS's Official

Accounts as well as communications on Unofficial Accounts. Official Use also includes the creation, procurement, and posting of Official Content for or on behalf of the Postal Service. As a general matter, when an employee or Related Party uses Social Media for an "Official Use," he or she is expressing the official voice of the USPS pursuant to his or her Official Duties.

16. **"Personal Use"** or **"Personal Capacity"** is an employee's or Related Party's use of Social Media to express his or her own views and excludes any use that constitutes Professional Use or Official Use. Unless you are acting pursuant to your Official Duties and with prior approval as specified herein, you are using Social Media in a Personal Capacity.

17. **"Personally Identifiable Information" or "(PII)"** is, in accordance with the definition of "PII" set forth in OMB Memorandum M-07-1616, any information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual. The definition of PII is not anchored to any single category of information or technology. Rather, it requires a case-by-case assessment of the specific risk that an individual can be identified. In performing this assessment, it is important for an agency to recognize that non-PII can become PII whenever additional information is made publicly available — in any medium and from any source — that, when combined with other available information, could be used to identify an individual.

18. **"Platform Terms"** is defined in Section 363.4.

19. **"Privacy and Records Office"** is the USPS office that provides guidance on the proper and consistent collection, processing, communication, use, and disposition of sensitive information, such as private information about individuals and confidential business information, along with sensitive-enhanced information, including PII throughout its lifecycle.

20. **"Professional Use" or "Professional Capacity"** is an employee's or Related Party's use of Social Media for the purpose of performing his or her Official Duties but excludes any use that constitutes an Official Use. An employee or Related Party who is using Social Media for a Professional Use is not acting as the official voice of the Postal Service. For example, an employee who uses Social Media to communicate his or her own views on or to conduct research for an official USPS initiative as part of that employee's Official Duties and with prior approval as specified herein is using Social Media in a Professional Capacity.

21. **"Related Parties"** are all USPS contractors, consultants, and agents, as well as other companies and individuals with a Material Connection to the USPS or who are otherwise acting at the direction, on behalf, or for the benefit of the USPS, but excludes all USPS employees, labor unions, management organizations, and the representatives of such labor unions or management organizations (though all current USPS employees are subject to this policy pursuant to clause (1) of Section 363.1). For example, the term "Related Parties" includes advertising agencies acting on the Postal Service's behalf and third-party bloggers who have been compensated to blog about the

Postal Service.

22. **“Restricted Social Media Site”** is any Social Media platform or site that is not freely accessible from Postal Service equipment because the Postal Service generally blocks access to such platform or site.

23. **“Social Media”** is any form of electronic communication (i.e., websites for social networking and microblogging) through which users create online communities to share information, ideas, messages, and other content. Social Media includes, without limitation: blogs, wikis, YouTube, podcasts, social-networking sites (e.g. Facebook, Twitter, Pinterest, Instagram, and LinkedIn), microblogs, and Web 2.0 and Gov 2.0 sites. Notwithstanding the foregoing, “Social Media” does not include nonpublic online communities established for law-enforcement purposes.

24. **“Social Media Management Team”** is the Social Media Director and his/her team that runs the day-to-day operations of the USPS Social Media function. The Social Media Management Team shall recommend and review content for Official Accounts, approve any changes and/or additions to current Official Accounts, review and approve requests to open new accounts or to terminate or consolidate existing accounts, and provide timely responses.

25. **“Social Media Advisory Panel”** is the panel responsible for governance and major overall strategic decisions. It consists of USPS employees from the following stakeholder groups: Corporate Communications, Consumer and Industry Affairs, Marketing, the Law

Department, Human Resources, Information Technology, Government Relations, and Operations and works with the Social Media Management Team for input, feedback, social media account actions, crisis advisory processes, and policy decisions. The Panel members include an officer or the officer's designee.

26. **"Social Media Guidelines"** are guidelines established and maintained by the Social Media Management Team, which govern the use and depiction of the Postal Service brand, voice and logos on Social Media accounts. The Social Media Guidelines may also be referred to as a "Playbook".

27. **"Sponsored Content"** is Content prepared and/or posted by a Related Party or a USPS employee pursuant to his or her Official Duties that promotes the Postal Service, or Postal Service products, services, or customers, or discusses the USPS's competitors. Sponsored Content expresses the personal views of the Related Party or USPS employee, and not the official views of the USPS. For example, if an influential person received consideration in exchange for endorsing a USPS product on his or her personal Social Media account, that endorsement would constitute Sponsored Content. In addition, if a USPS officer or brand ambassador in his or her Professional Capacity and with prior approval as specified herein communicates about the Postal Service on his or her personal account, those communications would constitute Sponsored Content.

28. **"Unofficial Account"** is any Social Media account, site, or presence that is not an Official Account.

<p>29. "USPS" or "Postal Service" is the United States Postal Service.</p>		
<p><b>363.8 Additional Resources</b>          For information on pre-negotiated amendments to Platform Terms, go to:  <a href="http://www.howto.gov/social-media/terms-of-service-agreements">http://www.howto.gov/social-media/terms-of-service-agreements</a>          To learn more about Section 508 and web content go to:  <a href="http://www.howto.gov/web-content/accessibility">http://www.howto.gov/web-content/accessibility</a>          For more information regarding the USPS Privacy Policy, go to:  <a href="http://www.usps.com/privacypolicy">http://www.usps.com/privacypolicy</a>          To obtain guidance on issues related to ethical conduct, the Hatch Act, endorsements, and the limited use of government office equipment and information technology, contact the USPS Ethics Office at <a href="mailto:Ethics.Help@usps.gov">Ethics.Help@usps.gov</a> or 202-268-6346.          To obtain guidance and clearance on content through the Ad Review process, email: <a href="mailto:KN8ZD0@usps.gov">KN8ZD0@usps.gov</a>.</p>	<p>No similar provision.</p>	<p>This section provides links and resources for employees and Related Parties if they have questions or need assistance.</p> <p>None.</p>

RECEIVED

MAY 01 2017

LABOR RELATIONS



Per \_\_\_\_\_

April 27, 2017

**CORRECTED COPY**

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Certified Mail Tracking Number:  
7016 2070 0000 1715 5284

Dear Brian:

The Postal Service proposes to revise Handbook EL-520, *Guide to USPS Health Benefits Plan*.

Under the proposed revisions, any break in service of more than three days, including five-day breaks in service between appointments for certain non-career employees, will be considered a Qualifying Life Event (QLE) for enrollment purposes in the United States Health Benefits Plan.

We have enclosed:

- Two copies of the proposed revisions to Handbook EL-520, one with and one without changes identified
- A copy of a narrative explanation of the purpose and effect of the proposed changes from Erica Hayton, Manager, Benefits and Wellness

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to be "AS Moore", written over the word "Sincerely,".

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures



April 21, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

The Postal Service proposes revisions to Management Instruction (MI) EL-430-2015-4, *Back Pay*.

Under the proposed revisions, any break in service of more than three days, including five-day breaks in service between appointments for certain non-career employees, will be considered a Qualifying Life Event (QLE) for enrollment purposes in the United States Health Benefits Plan.

We have enclosed:

- Two copies of the proposed revisions to Handbook EL-520, one with and one without changes identified
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Sincerely,

A handwritten signature in black ink, appearing to be "Alan S. Moore", written over a horizontal dashed line.

Alan S. Moore  
Manager  
Labor Relations Policy and Programs



April 19, 2017

ALAN MOORE

Re: Revisions to Handbook EL-520, *Guide to USPS Health Benefits Plan*

We propose to revise Handbook EL-520, *Guide to USPS Health Benefits Plan*, to provide that any break in service of more than three days will be considered a qualifying life event (QLE) for USPS Health Benefits Plan (USPSHB) plan enrollment purposes. Current policy states that a break in service must be more than five days to be considered a QLE.

This will align our policies with those applicable to FEHB, which provides for any break in service of more than three days to be considered a QLE for purposes of enrolling in a health plan. This change will also provide our non-career workforce with additional opportunities to enroll in the USPSHB plan if not currently enrolled.

We have attached a copy of the draft revisions. Please contact me if you wish to discuss.

A handwritten signature in cursive script that reads "Erica Hayton".

Erica Hayton  
Manager, Benefits and Wellness  
Compensation & Benefits

# Enrollment, Change, and Cancellation Opportunities

## Opportunities to Enroll

---

All eligible employees may enroll (begin coverage) in the USPS Health Benefits Plan as follows:

- During the Open Season that begins each November.
- When certain qualifying life events occur. An election must be made within the time limits as specified in the Qualifying Life and Permitting Events Change Matrix found in this Guide.
- New Hires — CCAs, MHAs, PSEs, non-career rural carriers (except ARCs), and non-bargaining non-career employees (except casuals and Holiday Clerk Assistants (HCAs)) may elect USPS Health Benefits Plan coverage within 60 days of the date they were hired. Casuals may elect coverage within 60 days of the date they become eligible for coverage.
- Reappointment — Eligible employees have an opportunity to elect coverage if they are reappointed after a break in service of more than 3 days. In the event that an eligible employee is reappointed after a break in service of more than 3 days, then the employee has an opportunity to elect coverage within 60 days of the reappointment date. For those currently participating, plan enrollment continues during a break in service of 5 days or less. If a Casual employee is reappointed after a break of more than 13 weeks, then the employee will begin a new measurement period. See page 3 for details regarding the measurement periods used to determine full-time status for Casuals.

## Opportunities to Change or Cancel Your Enrollment

---

Once you have enrolled, you have an opportunity to change your enrollment (from Self Only to Self Plus One or Self and Family or vice versa) or cancel your enrollment as follows:

- During a subsequent Open Season (Open Seasons begin each November and last approximately 4 weeks).

- Other than Open Season, you may only change your enrollment from Self Only to Self Plus One or Self and Family when certain qualifying life events occur. You must make these elections within the time limits as specified in the Qualifying Life and Permitting Events Change Matrix found on page 28.
  - For non-career employees premiums are defaulted to being paid on an after-tax basis. Therefore, unless you elect the pre-tax payment of premiums, your premiums will be paid on an after-tax basis, and you can reduce your coverage tier from Self and Family or Self Plus One to Self Only or cancel your enrollment at any time — you do not have to have a qualifying life event.
  - If you elect the pre-tax payment of premiums, you may only reduce your coverage tier from Self and Family or Self Plus One to Self Only or cancel your enrollment as specified in the Qualifying Life and Permitting Events Change Matrix found on page 28.

## How to Enroll, Change or Cancel Your Enrollment

---

The United States Postal Service uses *PostalEASE* to enter USPS Health Benefits Plan Open Season enrollments, changes, and cancellations and to enter New Hire enrollments. All the information you need for using *PostalEASE* is found on PS Form 3117, *PostalEASE USPS Health Benefits Plan Worksheet*, which you use to prepare to:

- Enroll
- Change Enrollment
- Cancel Enrollment
- Review or change your pending Open Season transaction
- Review or update your dependent information
- Review your current enrollment information
- Receive a copy of a health benefits election that was processed using *PostalEASE*

Open Season dates will be posted each year on the Open Season LiteBlue website at <http://liteblue.usps.gov/openseason>. Do not wait until late in the Open Season to enter your choice via *PostalEASE*. If you are already enrolled and you do nothing during Open Season, then your enrollment will continue. All Open Season Self Only enrollments, changes to Self Only coverage, and cancellations should be entered as employee self-service transactions using *PostalEASE*. Since dependent information is not required for Self Only coverage, such transactions are simple. Most Self Plus One and Self and Family enrollments can also be completed as employee self-service transactions, although they require additional information about your eligible family members. The easiest way to enroll is via the *PostalEASE* Employee Web, which is available through the LiteBlue page, Blue page, or on a kiosk.

## Enrollment, Change, and Cancellation Opportunities

*PostalEASE* provides the enrollment date, processing date, and effective date of your coverage when you complete your transaction. You may delete or change a pending transaction until it is processed. To prepare, first complete PS Form 3117, *PostalEASE USPS Health Benefits Plan Worksheet*, and follow the instructions carefully. All online, self-service transactions enable you to print a confirmation page for your records.

# Qualifying Life and Permitting Events Change Matrix

For consistency, since employees may be simultaneously eligible for the USPS Health Benefits Plan and FEHB, the USPS Health Benefits Plan Qualifying Life and Permitting Events Change Matrix is similar to the Table of Permissible Changes for FEHB. Benefit events are used to define and record an occurrence in an employee's life or job that relates to benefits, or an event in the USPS Health Benefits Plan's administration in benefit terms. Benefit events may have an effect on an employee's eligibility and/or his or her dependent's eligibility, coverage, or contribution deduction amount. Benefit events can be classified as employee driven changes, employer driven changes, or system generated changes. When an employee experiences a qualifying life event (QLE) as described in the Qualifying Life and Permitting Events Change Matrix, changes to the employee's USPS Health Benefits Plan coverage (including a change to Self Only and cancellation) and pre-tax payment of premium contribution elections may be permitted so long as they are because of and consistent with the QLEs. Be aware that time limits apply for requesting changes.

**Note:** An employee who is enrolled in FEHB and has a Qualifying Life Event may then have an opportunity to elect coverage under the USPS Health Benefits Plan.

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***For non-career employees premiums are defaulted to be paid on an after-tax basis. Therefore, unless you elect the pre-tax payment of premiums, your premiums will be paid on an after-tax basis, and you can change your enrollment from Self and Family to Self Only, Self and Family to Self Plus One, Self Plus One to Self Only, or cancel your enrollment at any time — you do not have to have a qualifying life event.***

If you elect the pre-tax payment of premiums, you may only make a change in your enrollment in accordance with the Qualifying Life and Permitting Events Change Matrix.

If you have questions, contact the HRSSC by calling 877-477-3273, option 5; TTY 866-260-7507.

**Qualifying Life and Permitting Events Change Matrix**

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1A	Initial Opportunity to Enroll - New employee	Yes	N/A	N/A	Yes	Automatic unless you elect pre-tax payment of premiums	Within 60 days after becoming eligible <i>PostalEASE</i> Employee Self-Service is preferred way for you to make your election, not HRSSC
1B	Open Season	Yes	Yes	Yes	Yes	Yes	As announced by USPS <i>PostalEASE</i> Employee Self-Service is preferred way for you to make your election, not HRSSC
1C1	Birth, adoption, acquiring foster child or stepchild	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C2	Death of spouse	Yes	Yes	Yes	Yes	Yes	May enroll or change within 60 days after the change in family status
1C3	Death of an eligible dependent child	Yes	Yes	Yes	Yes	Yes	May enroll or change within 60 days after the change in family status
1C4	Dependent child now ineligible, for example: <ul style="list-style-type: none"> <li>■ Child reaches age 26</li> <li>■ Disabled child becomes capable of self-support</li> </ul>	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C5	Marriage	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C6	Divorce or annulment	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1C7	QMSCO Add	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C8	QMSCO Revoked	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1D	Any change in employee's employment status that could result to entitlement to coverage, for example: <ul style="list-style-type: none"> <li>■ Reemployment after a break in service of more than 3 days</li> <li>■ Return to pay status from nonpay status, or return to receiving pay sufficient to cover premium withholdings, if coverage terminated (If coverage did not terminate, see 1G)</li> </ul>	Yes	N/A	N/A	Yes	Automatic unless waived	Within 60 days after employment status change
1E	Any change in employee's employment status that could affect the cost of insurance, including: <ul style="list-style-type: none"> <li>■ Change from temporary appointment with eligibility for coverage under 5 USC 8906a to appointment that permits receipt of government contribution</li> <li>■ Change from full time to part time or the reverse</li> </ul>	Yes	Yes	Yes	Yes	Yes	Within 60 days after employment status change

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1F	Employee restored to civilian position after serving in uniformed services <sup>2</sup>	Yes	Yes	Yes	Yes	Yes	Within 60 days after return to civilian position
1G	Employee, spouse or dependent: <ul style="list-style-type: none"> <li>■ Begins nonpay status or insufficient pay<sup>3</sup> or</li> <li>■ Ends nonpay status or insufficient pay if coverage continued</li> <li>■* (If employee's coverage terminated, see 1D)</li> <li>■ (If spouse's or dependent's coverage terminated, see 1M)</li> </ul>	No	No	Yes	Yes	Yes	Within 60 days after employment status change
1H	Salary of temporary employee insufficient to make withholdings for plan	N/A	No	Yes	Yes	Yes	Within 60 days after receiving notice from employing office
1I	Employee (or covered family member) enrolled in FEHB health maintenance organization (HMO) moves or becomes employed outside the geographic area from which the FEHB carrier accepts enrollments or, if already outside the area, moves further from this area. <sup>4</sup>	N/A	Yes	N/A (see 1M)	No (see 1M)	No (see 1M)	Upon notifying HRSSC of move
1J	Transfer from post of duty within a state of the United States or the District of Columbia to post of duty outside a State of the United States or District of Columbia, or reverse.	Yes	Yes	Yes	Yes	Yes	Within 60 days after arriving at new post. Employees may enroll or change beginning 31 days before leaving the old post of duty.

Qualifying Life and Permitting Events Change Matrix

Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums		Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
Event Code	Event	From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1K	Separation from employment when the employee or employee's spouse is pregnant.	Yes	Yes	N/A	N/A	N/A	During the employee's final pay period
1L	Employee becomes entitled to Medicare and wants to change to another plan or option. <sup>5</sup>	No	No	N/A (see 1P)	N/A (see 1P)	N/A (see 1P)	Any time beginning on the 30th day before becoming eligible for Medicare. <i>[Change may be made only once.]</i>
1M	Employee or eligible family member loses coverage under FEHB or another group insurance plan including the following: <ul style="list-style-type: none"> <li>■ Loss of coverage under another FEHB enrollment due to termination, cancellation, or change to Self Only of the covering enrollment</li> </ul>	Yes	Yes	Yes	Yes	Yes	Within 60 days after loss of coverage. <i>Employees may enroll or change beginning 31 days before the event.</i>
	<ul style="list-style-type: none"> <li>■ Loss of coverage due to termination of membership in employee organization sponsoring the FEHB plan<sup>6</sup></li> <li>■ Loss of coverage under another federally-sponsored health benefits program, including: TRICARE, Medicare, Indian Health Service</li> <li>■ Loss of coverage under Medicaid or similar State-sponsored program of medical assistance for the needy</li> </ul>						

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1M	Employee or eligible family member loses coverage under FEHB or another group insurance plan including the following (cont.): <ul style="list-style-type: none"> <li>■ Loss of coverage under a non-Federal health plan, including foreign, state or local government, private sector</li> <li>■ Loss of coverage due to change in worksite or residence (Employees in an FEHB HMO, also see 1I)</li> </ul>	Yes	Yes	Yes	Yes	Yes	Within 60 days after loss of coverage. <i>Employees may enroll or change beginning 31 days before the event.</i>
1N	Loss of coverage under a non-Federal group health plan because an employee moves out of the commuting area to accept another position and the employee's non-Federally employed spouse terminates employment to accompany the employee.	Yes	Yes	Yes	Yes	Yes	From 31 days before the employee leaves the commuting area to 180 days after arriving in the new commuting area.
1O	Employee or eligible family member loses coverage due to discontinuation in whole or part of FEHB plan <sup>7</sup>	Yes	Yes	Yes	Yes	Yes	During Open Season, unless OPM sets a different time

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1P	<p>Enrolled employee or eligible family member gains coverage under FEHB or another group insurance plan, including the following:</p> <ul style="list-style-type: none"> <li>■ Medicare (Employees who become eligible for Medicare and want to change plans or options, see 1L)</li> <li>■ TRICARE for Life, due to enrollment in Medicare</li> <li>■ TRICARE due to change in employment status, including: (1) entry into active military service, (2) retirement from reserve military service under chapter 67, title 10</li> <li>■ Health insurance acquired due to change of worksite or residence that affects eligibility for coverage</li> <li>■ Health insurance acquired due to spouse's or dependent's change in employment status (includes state, local or foreign government or private sector employment)<sup>8</sup></li> </ul>	No	No	Yes <sup>9</sup>	Yes	Yes	Within 60 days after QLE

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1Q	<p>Change in spouse's or dependent's coverage options under health plan other than the USPS Health Plan, for example:</p> <ul style="list-style-type: none"> <li>■ Employer starts or stops offering a different type of coverage (If no other coverage is available, also see 1M)</li> <li>■ Change in cost of coverage</li> <li>■ HMO adds a geographic service area that now makes spouse eligible to enroll in that HMO</li> <li>■ HMO removes a geographic area that makes spouse ineligible for coverage under that HMO, but other plans or options are available (If no other coverage is available, see 1M)</li> </ul>	No	No	Yes <sup>9</sup>	Yes	Yes	Within 60 days after QLE

# Enrollment, Change, and Cancellation Opportunities

## Opportunities to Enroll

---

All eligible employees may enroll (begin coverage) in the USPS Health Benefits Plan as follows:

- During the Open Season that begins each November.
- When certain qualifying life events occur. An election must be made within the time limits as specified in the Qualifying Life and Permitting Events Change Matrix found in this Guide.
- New Hires — CCAs, MHAs, PSEs, non-career rural carriers (except ARCs), and non-bargaining non-career employees (except casuals and Holiday Clerk Assistants (HCAs)) may elect USPS Health Benefits Plan coverage within 60 days of the date they were hired. Casuals may elect coverage within 60 days of the date they become eligible for coverage.
- Reappointment — Eligible employees ~~do not~~ have an opportunity to elect coverage if they are reappointed after a break in service of more than 3 days the standard 5-day break in service between appointments, since plan enrollment continues during a 5-day break. In the unlikely event that an eligible employee is reappointed after a break in service of more than 3 days 6 days or more and less than 13 weeks, then the employee has an opportunity to elect coverage within 60 days of the reappointment date. For those currently participating, plan enrollment continues during a break in service of 5 days or less. If an Casual employee is reappointed after a break of more than 13 weeks, then the employee will ~~be treated as a new hire~~ begin a new measurement period. See page 3 for details regarding the measurement period used to determine full-time status for Casuals.

## Opportunities to Change or Cancel Your Enrollment

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Once you have enrolled, you have an opportunity to change your enrollment (from Self Only to Self Plus One or Self and Family or vice versa) or cancel your enrollment as follows:

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  - If you elect the pre-tax payment of premiums, you may only reduce your coverage tier from Self and Family or Self Plus One to Self Only or cancel your enrollment as specified in the Qualifying Life and Permitting Events Change Matrix found on page 28.

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# Qualifying Life and Permitting Events Change Matrix

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**Note:** An employee who is enrolled in FEHB and has a Qualifying Life Event may then have an opportunity to elect coverage under the USPS Health Benefits Plan.

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***For non-career employees premiums are defaulted to be paid on an after-tax basis. Therefore, unless you elect the pre-tax payment of premiums, your premiums will be paid on an after-tax basis, and you can change your enrollment from Self and Family to Self Only, Self and Family to Self Plus One, Self Plus One to Self Only, or cancel your enrollment at any time – you do not have to have a qualifying life event.***

If you elect the pre-tax payment of premiums, you may only make a change in your enrollment in accordance with the Qualifying Life and Permitting Events Change Matrix.

If you have questions, contact the HRSSC by calling 877-477-3273, option 5; TTY 866-260-7507.

**Qualifying Life and Permitting Events Change Matrix**

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1A	Initial Opportunity to Enroll - New employee	Yes	N/A	N/A	Yes	Automatic unless you elect pre-tax payment of premiums	Within 60 days after becoming eligible <i>PostalEASE</i> Employee Self-Service is preferred way for you to make your election, not HRSSC
1B	Open Season	Yes	Yes	Yes	Yes	Yes	As announced by USPS <i>PostalEASE</i> Employee Self-Service is preferred way for you to make your election, not HRSSC
1C1	Birth, adoption, acquiring foster child or stepchild	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C2	Death of spouse	Yes	Yes	Yes	Yes	Yes	May enroll or change within 60 days after the change in family status
1C3	Death of an eligible dependent child	Yes	Yes	Yes	Yes	Yes	May enroll or change within 60 days after the change in family status
1C4	Dependent child now ineligible, for example: ■ Child reaches age 26 ■ Disabled child becomes capable of self-support	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C5	Marriage	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C6	Divorce or annulment	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1C7	QMSCO Add	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1C8	QMSCO Revoked	Yes	Yes	Yes	Yes	Yes	May enroll or change beginning 31 days before the event and within 60 days after the change in family status
1D	Any change in employee's employment status that could result to entitlement to coverage, for example: <ul style="list-style-type: none"> <li>■ Reemployment after a break in service of more than 53 days</li> <li>■ Return to pay status from nonpay status, or return to receiving pay sufficient to cover premium withholdings, if coverage terminated (If coverage did not terminate, see 1G)</li> </ul>	Yes	N/A	N/A	Yes	Automatic unless waived	Within 60 days after employment status change
1E	Any change in employee's employment status that could affect the cost of insurance, including: <ul style="list-style-type: none"> <li>■ Change from temporary appointment with eligibility for coverage under 5 USC 8906a to appointment that permits receipt of government contribution</li> <li>■ Change from full time to part time or the reverse</li> </ul>	Yes	Yes	Yes	Yes	Yes	Within 60 days after employment status change

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1F	Employee restored to civilian position after serving in uniformed services <sup>2</sup>	Yes	Yes	Yes	Yes	Yes	Within 60 days after return to civilian position
1G	Employee, spouse or dependent: <ul style="list-style-type: none"> <li>■ Begins nonpay status or insufficient pay<sup>3</sup> or</li> <li>■ Ends nonpay status or insufficient pay if coverage continued</li> <li>■ (If employee's coverage terminated, see 1D)</li> <li>■ (If spouse's or dependent's coverage terminated, see 1M)</li> </ul>	No	No	Yes	Yes	Yes	Within 60 days after employment status change
1H	Salary of temporary employee insufficient to make withholdings for plan	N/A	No	Yes	Yes	Yes	Within 60 days after receiving notice from employing office
1I	Employee (or covered family member) enrolled in FEHB health maintenance organization (HMO) moves or becomes employed outside the geographic area from which the FEHB carrier accepts enrollments or, if already outside the area, moves further from this area. <sup>4</sup>	N/A	Yes	N/A (see 1M)	No (see 1M)	No (see 1M)	Upon notifying HRSSC of move
1J	Transfer from post of duty within a state of the United States or the District of Columbia to post of duty outside a State of the United States or District of Columbia, or reverse.	Yes	Yes	Yes	Yes	Yes	Within 60 days after arriving at new post. Employees may enroll or change beginning 31 days before leaving the old post of duty.

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1K	Separation from employment when the employee or employee's spouse is pregnant.	Yes	Yes	N/A	N/A	N/A	During the employee's final pay period
1L	Employee becomes entitled to Medicare and wants to change to another plan or option. <sup>5</sup>	No	No	N/A (see 1P)	N/A (see 1P)	N/A (see 1P)	Any time beginning on the 30th day before becoming eligible for Medicare. <i>[Change may be made only once.]</i>
1M	Employee or eligible family member loses coverage under FEHB or another group insurance plan including the following: <ul style="list-style-type: none"> <li>■ Loss of coverage under another FEHB enrollment due to termination, cancellation, or change to Self Only of the covering enrollment</li> </ul>	Yes	Yes	Yes	Yes	Yes	Within 60 days after loss of coverage. <i>Employees may enroll or change beginning 31 days before the event.</i>
	<ul style="list-style-type: none"> <li>■ Loss of coverage due to termination of membership in employee organization sponsoring the FEHB plan<sup>6</sup></li> <li>■ Loss of coverage under another federally-sponsored health benefits program, including: TRICARE, Medicare, Indian Health Service</li> <li>■ Loss of coverage under Medicaid or similar State-sponsored program of medical assistance for the needy</li> </ul>						

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1M	<p>Employee or eligible family member loses coverage under FEHB or another group insurance plan including the following (cont.):</p> <ul style="list-style-type: none"> <li>■ Loss of coverage under a non-Federal health plan, including foreign, state or local government, private sector</li> <li>■ Loss of coverage due to change in worksite or residence (Employees in an FEHB HMO, also see 1I)</li> </ul>	Yes	Yes	Yes	Yes	Yes	<p>Within 60 days after loss of coverage.  <i>Employees may enroll or change beginning 31 days before the event.</i></p>
1N	<p>Loss of coverage under a non-Federal group health plan because an employee moves out of the commuting area to accept another position and the employee's non-Federally employed spouse terminates employment to accompany the employee.</p>	Yes	Yes	Yes	Yes	Yes	<p>From 31 days before the employee leaves the commuting area to 180 days after arriving in the new commuting area.</p>
1O	<p>Employee or eligible family member loses coverage due to discontinuation in whole or part of FEHB plan <sup>7</sup></p>	Yes	Yes	Yes	Yes	Yes	<p>During Open Season, unless OPM sets a different time</p>

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1P	<p>Enrolled employee or eligible family member gains coverage under FEHB or another group insurance plan, including the following:</p> <ul style="list-style-type: none"> <li>■ Medicare (Employees who become eligible for Medicare and want to change plans or options, see 1L)</li> <li>■ TRICARE for Life, due to enrollment in Medicare</li> <li>■ TRICARE due to change in employment status, including: (1) entry into active military service, (2) retirement from reserve military service under chapter 67, title 10</li> <li>■ Health insurance acquired due to change of worksite or residence that affects eligibility for coverage</li> <li>■ Health insurance acquired due to spouse's or dependent's change in employment status (includes state, local or foreign government or private sector employment)<sup>8</sup></li> </ul>	No	No	Yes <sup>9</sup>	Yes	Yes	Within 60 days after QLE

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1Q	<p>Change in spouse's or dependent's coverage options under health plan other than the USPS Health Plan, for example:</p> <ul style="list-style-type: none"> <li>■ Employer starts or stops offering a different type of coverage (If no other coverage is available, also see 1M)</li> <li>■ Change in cost of coverage</li> <li>■ HMO adds a geographic service area that now makes spouse eligible to enroll in that HMO</li> <li>■ HMO removes a geographic area that makes spouse ineligible for coverage under that HMO, but other plans or options are available (If no other coverage is available, see 1M)</li> </ul>	No	No	Yes <sup>9</sup>	Yes	Yes	Within 60 days after QLE

Qualifying Life and Permitting Events Change Matrix

Event Code	Qualifying Life Events (QLEs) That May Permit Change in Enrollment or Election of Pre-Tax vs. After-Tax Payment of Premiums	Permitted Enrollment Change			Permitted Election of Pre-Tax vs. After-Tax Payment of Premiums		Time Limits in Which Change May Be Permitted
		From Not Enrolled to Enrolled	Increase Coverage Tier	Cancel or Reduce Coverage Tier <sup>1</sup>	Participate	Waive	When You Must File Health Benefits Election with HRSSC
1R	Employee or eligible family member becomes eligible for assistance under Medicaid or a State Children's Health Insurance Program (CHIP).	Yes	Yes	Yes <sup>9</sup>	Yes	Yes	Within 60 days after the date employee or family member becomes eligible for assistance.

- <sup>1</sup> Employees may change to Self Only outside of Open Season only if the QLE caused the enrollee to be the last eligible family member under the enrollment. Employees may cancel enrollment outside of Open Season only if the QLE caused the enrollee and all the eligible family members to acquire other health insurance coverage. Employees paying premiums post-tax may cancel enrollment or change from Self and Family to Self Only at any time.
- <sup>2</sup> Employees who enter active military service are given the opportunity to terminate coverage. Additional information on the coverage of employees who return from active military service is available from the H.R. Shared Service Center, 877-477-3273, option 5; TTY 866-260-7507.
- <sup>3</sup> Employees who begin nonpay status or insufficient pay must be given an opportunity to elect to continue or terminate coverage.
- <sup>4</sup> This code reflects the FEHB regulation that gives employees enrolled in an FEHB HMO who change from Self Only to Self and Family or from one plan or option to another a different time frame than that allowed under 1M. For change to Self Only, cancellation, or change in premium conversion status see 1M.
- <sup>5</sup> This code reflects the FEHB regulation that gives employees enrolled in FEHB a one-time opportunity to change plans or options under a different timeframe than that allowed by 1P. For change to Self Only, cancellation, or change in premium conversion status, see 1P.
- <sup>6</sup> If employee's membership terminates, (e.g., for failure to pay membership dues), the employee organization will notify the agency to terminate the enrollment.
- <sup>7</sup> Employee's failure to select another FEHB plan is deemed a cancellation.
- <sup>8</sup> Under IRS rules, this includes start/stop of employment or nonpay status, strike or lockout, and change in worksite.
- <sup>9</sup> If pre-tax payment of premiums is elected, a decrease to Self Plus One coverage may be made only if the QLE leaves one eligible family member covered in addition to the enrollee. Employees may change to Self Only outside of Open Season only if the QLE caused all eligible family members to acquire other health insurance coverage. Employees may cancel enrollment outside of Open Season only if the QLE caused the enrollee and all eligible family members to acquire other health insurance coverage.

RECEIVED

MAY 01 2017



Per \_\_\_\_\_

April 28, 2017

Mr. Brian Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Certified Mail Tracking Number:  
7008 1140 0004 6691 8135

Dear Brian:

The Postal Service plans to revise Inspection Service Manual (ISM), Section 2-7 *Badges/Credentials*.

The purpose of the revisions is to clarify the badge credential issuance procedure, document badge security, and add issuance of identification cards to retired Postal Inspectors, Postal Police Officer Managers, Postal Police Officers, and Professional, Technical and Administrative Staff.

We have enclosed:

- Copies of proposed ISM, Section 2-7 *Badges/Credentials*, in current and revised final draft formats
- A copy of the summary of changes
- A copy of a narrative explanation of the purpose and effect of the proposed changes

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures



UNITED STATES POSTAL INSPECTION SERVICE

OFFICE OF COUNSEL

April 7, 2017

Alan S. Moore  
Manager  
Labor Relations Policy and Programs  
475 L'Enfant Plaza, SW  
Room 9318  
Washington, DC 20260-4110

Re: Summary of Proposed Changes to Inspection Service Manual (ISM) Section 2-7,  
*Badges/Credentials, et seq.*

Dear Mr. Moore:

Proposed changes to Inspection Service Manual (ISM) Section 2-7, *Badges/Credentials, et seq.* cover the general areas of credential issuance procedure, document and badge security, and the issuance of identification cards relative to the Law Enforcement Officers Safety Act (LEOSA). In general, proposed changes update and clarify the language used for consistency and clarity.

Changes provide for specific procedures in requesting and obtaining badges and credentials, and the procedure and manner in which retired credentials and badges are presented to separated employees.

The LEOSA section outlines policy and procedure regarding the application process and issuance of individual photographic identification cards for use by former employees. The LEOSA application process now requires verification of an individual's identity and certification that the applicant is in compliance with 18 U.S.C. 926(C).

The proposed changes for each section are outlined in the attached addendum, *Summary of Changes Regarding ISM 2-7.3 Badges and Credentials.*

A handwritten signature in black ink, appearing to read "Sandra L. Spector".

Sandra L. Spector  
Chief Counsel

## **Summary of Changes Regarding ISM 2-7.3 Badges and Credentials**

2-7.3 – **Badges/Credentials** (title remains unchanged)

2-7.3.1 **Badges/Credentials Accountability** renamed to **Badges/Credentials Issuance and Accountability**

Summary of Changes: Language clarified and updated. Section remains unchanged in meaning or application.

2-7.3.1.1 **Postal Inspector Badge/Credential Issuance** renamed to **Contractor Credential Issuance**

Summary of Changes: Replaces section 2-7.3.1.4. Section authorizes issuance of credentials to contractors conducting background investigations.

~~2-7.3.1.2 **Postal Police Officer Badge/Credential Issuance** (Section Removed)~~

~~2-7.3.1.3 **PT&A Staff and Executive Credential Issuance** (Section Removed)~~

~~2-7.3.1.4 **Contractor Credential Issuance** (Section Removed)~~

2-7.3.2 **Return of Badges/Credentials and Wallets to the SISC** renamed to **Lost or Stolen Badges/Credentials**

Summary of Changes: Language clarified and updated. Section provides specific guidance and requirements on reporting of lost or stolen badges or credentials.

2-7.3.3 **Lost or Stolen Badges/Credentials** renamed to **Required Information for Credential Issuance or Replacement**

Summary of Changes: Language clarified and updated. Replaces section 2-7.3.4. Section provides specific instructions regarding information required to issue or replace a credential for current employee.

**2-7.3.4 Required Information for Credential Issue, Reissue or Replacement renamed to Encasement of Postal Inspector, PPO Manager or PPO Badges Upon Retirement**

Summary of Changes: Language clarified and updated. Replaces section 2-7.3.4. Section provides specific instructions and guidance on the issuance of previously assigned badges to retired employees. For enhanced security, badges are now required to be encased in Lucite, polyurethane or other similar tamper resistant material. Shadow box presentations are no longer authorized. Encasement cost to be paid at the discretion of the division.

**2-7.3.5 Encasement of Postal Inspector or PPO Badges Upon Retirement renamed to Presentation of Postal Inspection Service Credentials Upon Retirement**

Summary of Changes: Language clarified and updated. Replaces section 2-7.3.6. Section provides specific instructions and guidance on the issuance of credentials to retired employees or surviving family members. For enhanced security, "RETIRED" or "VOID" credentials must be stamped in addition to perforation.

**2-7.3.6 Presentation of Postal Inspection Service Credentials Upon Retirement renamed to Badges for Retired Postal Inspectors, Postal Police Officer Managers and Postal Police Officers**

Summary of Changes: Language clarified and updated. Replaces section 2-7.3.7. Section provides specific instructions regarding ordering of "Retired" replica badges for Postal Inspectors and Postal Police Officers.

**~~2-7.3.8 Law Enforcement Officers Safety Act Certification for Retired Employees~~  
(Section Removed)**

**2-7.4 Law Enforcement Officers Safety Act (LEOSA) Identification**

Summary of Changes: Language clarified and updated. Replaces section 2-7.3.8. Section provides specific instructions regarding the application and issuance of photographic identification cards under LEOSA. Outlines the requirement for the submission of an application, in-person verification of the applicant's identity and a certification that the applicant is in compliance with 18 U.S.C. 926(C). Also clarifies that issuance of a LEOSA identification card is discretionary and the decision is final and non-appealable.

## **Current ISM Regarding Badges/Credentials and LEOSA**

### **2-7.3 Badges/Credentials**

#### **2-7.3.1 Badges/Credentials Accountability**

The Security Investigations Service Center (SISC) is the issuing source and repository for USPIS postal inspector and postal police office badges, credentials and credential wallets.

All badges and credentials issued by the SISC are accountable property items.

If not assigned to an individual's accountable property record, the badge and/ or credential must be immediately returned via registered or express mail to the SISC. USPIS Headquarters, divisions and domiciles are not to retain unassigned badges or credentials.

Excess or defective badges must be returned to the SISC via registered or express mail. All mail correspondence for matters related to badges/ credentials should be addressed to:

BADGE/CREDENTIAL DESK  
SECURITY INVESTIGATIONS SERVICE CENTER  
225 N. HUMPHREYS BLVD. 4TH FLOOR  
MEMPHIS, TN 38161-0001

#### **2-7.3.1.1 Postal Inspector Badge/Credential Issuance**

Postal inspectors are issued a badge and photo credential upon certification by the chief postal inspector. Upon issuance or re-issuance, update the postal inspector's accountable property records in ISIIS/PAPS to reflect the new credential and/or badge numbers.

#### **2-7.3.1.2 Postal Police Officer Badge/Credential Issuance**

PPOs are issued a cap and breast badge set and photo credential upon graduation from PPO basic training. Upon issuance or re-issuance, update the officer's accountable property records in ISIIS/PAPS to reflect the new credential and/or badge set numbers.

#### **2-7.3.1.3 PT&A Staff and Executive Credential Issuance**

Professional, Technical and Administrative Staff (PTA) employees and executives are issued an accountable photo credential upon hiring, promotion, or transfer into the Postal Inspection Service. Upon issuance or re-issuance, update the employee's accountable property records in ISIIS/PAPS to reflect the new credential number.

#### **2-7.3.1.4 Contractor Credential Issuance**

Individuals performing background investigation services under contract with the USPIS will be issued "Special Investigator" contractor credentials. Accountability of contractor credentials is maintained by the SISC with the contractor.

#### **2-7.3.2 Return of Badges/Credentials and Wallets to the SISC**

Badges and credentials which are no longer the responsibility of the individual in PAPS (Personal Accountable Property System) must be returned immediately via registered or express mail to the SISC. When replacement photo credentials are received by the requester, the old credential being replaced must be returned to the SISC and the individual's accountable property record updated.

Credentials returned to the SISC will normally be destroyed. A request from family representatives of a recently deceased employee would be an exception to this policy. Such a request must be submitted through the respective division INC or designee to USPIS Headquarters for approval.

Badges returned to the SISC due to transfer, resignation or retirement will not be subject to re-issue for a minimum period of 30 days from date of receipt by the SISC. In the case of retiring postal inspectors, if a request for the badge for encasement purposes has not been received by the SISC within 30 days after the postal inspector's retirement, the badge will be returned to inventory and subject to re-issue as needed

### **2-7.3.3 Lost or Stolen Badges/Credentials**

Lost or stolen badge and/or credential must be promptly reported to management.

A replacement badge and/or credential will be issued upon receipt of a written request from the affected individual's manager or INC/AIC. Include the NCIC number corresponding to the lost/stolen item in the request.

In the event the lost/stolen badge or credential is recovered subsequent to a re-issue, immediately notify the SISC in writing and return the recovered badge/credential to the SISC via registered or express mail.

### **2-7.3.4 Required Information for Credential Issue, Reissue or Replacement**

Submit requests for initial issue of badges and/or credentials through the designated division or Headquarters individual.

Photo credential replacement updates may be requested when warranted by a substantive change such as a name change, change of job title, etc. Requests for updated credentials should be emailed to the SISC mailbox. The request must contain the replacement information and justification.

These guidelines must be followed with respect to the necessary digital photo and signature requirements for the two part photo credential:

a. Photographs must be taken with a digital camera at a normal to best resolution setting, and show full face and shoulders only. The background should be light blue. Do not crop or re-size any photos. Use the last name, first name and the word photo in the file name. Photographs which show areas other than the full face and shoulder will be returned.

b. The individual should sign three times on a blank sheet of white bond paper using black ball point ink. When signing, create a signature between 2 and 3 inches in length. Scan the signature page using PaperPort or a flat bed scanner. A high resolution or 300ppi or higher setting should be utilized if possible. Use the last name, first name and the word signature in the file name.

c. Submit the image files with your request and authorization/approval information via email to the SISC mailbox. If submitting numerous requests or have image files which are too large for email transmission, mail the media (DVD/CD-Rom) containing the images to the SISC.

### **2-7.3.5 Encasement of Postal Inspector or PPO Badges Upon Retirement**

Encased postal inspector or PPO badges are authorized upon the request of the retiring employee or, in the case of death, by the employee's surviving family. Under no circumstances may the retiree place his or her own order for badge encasement.

All permanently assigned badges carried by a Postal Inspection Service employee through his or her career, to include his or her current badge and those on file with the SISC, may be encased.

The local division will request the individuals past badges from the SISC within 60 days prior to retirement and no later than 30 days after retirement. The letter of request should include the employee's full name and EIN or WRN. If the current badge is to be encased prior to the effective retirement date, the SISC will be requested to issue a temporary badge. The requesting seven days after the employee's effective retirement date.

The postal inspector, PPO or surviving family may select any company to encase badges and in whatever encasement style they choose, provided it is mounted in a shadow box or polyurethane easel. The postal inspector, PPO or surviving family member must submit a request for encasement with the

estimated cost to the designated division executive or individual for approval. The employee's assigned division bear responsibility for coordinating encasement and for the presentation of the encased badges to the retiring employee or to the surviving family. Responsibility for encasement costs will normally be that of the retiring employee.

#### **2-7.3.6 Presentation of Postal Inspection Service Credentials upon Retirement**

Upon the request of the employee, Postal Inspection Service credentials with the word "RETIRED" perforated or otherwise marked on the identification portion of the credential will be presented to a retired postal inspector, a PPO retiree consonant with contractual provisions, and may be presented to a PTA. A PTA employee may request the presentation of his or her credential by submitting a written request to their manager prior to their effective retirement date.

When presentation is authorized, local management will send the credentials via registered or express mail to the SISC. Included with the credentials must be a transmittal letter or email indicating the nature of the request. The 'RETIRED' credential will be returned by the SISC to the requester via registered or express mail.

Employees who transfer to another agency or another USPS department are not eligible to receive Postal Inspection Service badges or credential, even if they are otherwise eligible to retire.

A lost, stolen or damaged 'RETIRED' credential will normally not be replaced by the SISC.

#### **2-7.3.7 Badges for Retired Postal Inspectors and Postal Police Officers**

A full-size badge is authorized for retired postal inspectors. This is a commercial item that may be purchased by a retired inspector from the authorized vendor. The cost of the badge is the responsibility of the retiring employee.

A badge is authorized for retired Security Force personnel (bargaining unit officers, supervisors, and managers). It bears the banner "RETIRED." These badges are marketed in a leather carry wallet by the authorized vendor. The cost of the badge is the responsibility of the retiring employee. The only authorized vendor for the retired postal inspector and PPO badges:

GERARD R. DAVIS, LTD.  
PO BOX 1424  
WOONSOCKET, RI 02895-0843  
Telephone: 401-766-8760  
Fax: 401-769-91450  
e-mail: [GRDLtd@aol.com](mailto:GRDLtd@aol.com)

#### **2-7.3.8 Law Enforcement Officers Safety Act Certification for Retired Employees**

The Postal Inspection Service does not issue credentials or identification cards to separated employees. The "retired" credential is sufficient to identify the employee as having been employed in a law enforcement position. Employees wishing to carry firearms may request a letter certifying they meet the qualifications outlined in 18 U.S.C. 926C. Direct requests, in writing, to the Assistant Chief Inspector, Investigations and Security Support. Include full name, address and contact number where the individual can be reached if further information is needed. Requestors will be notified in writing concerning their status.

**Proposed ISM Revisions Regarding Badges/Credentials and LEOSA Identification for Use  
in Conjunction with the Law Enforcement Officers Safety Act**

## **2-7.3 Badges/Credentials**

### **2-7.3.1 Badges/Credentials Issuance and Accountability**

The Security Investigations Service Center (SISC) is the issuing source and repository for Postal Inspector, Postal Police Officer Manager, Postal Police Officer, and Professional, Technical and Administrative staff badges, credentials, and credential wallets.

All badges and credentials issued by the SISC are accountable property items and shall be recorded in the individual's accountable property records in ISIS/PAPS.

USPIS headquarters, divisions and domiciles are not to retain unassigned badges or credentials and all badges and/or credentials not assigned to an individual's accountable property must be immediately returned to the SISC.

Excess or defective badges must be returned to the SISC via Priority Mail - Express addressed to:

BADGE/CREDENTIAL DESK  
SECURITY INVESTIGATIONS SERVICE CENTER  
225 N. HUMPHREYS BLVD. 4TH FLOOR  
MEMPHIS, TN 38161-0001

#### **2-7.3.1.1 Contractor Credential Issuance**

Individuals performing background investigation services under contract with the USPIS will be issued "Special Investigator" contractor credentials. Accountability of contractor credentials is maintained by the SISC in conjunction with the contractor.

### **2-7.3.2 Lost or Stolen Badges/Credentials**

A lost or stolen badge and/or credential must be promptly reported to the individual's immediate supervisor and entered into NCIC.

A replacement badge and/or credential will be issued upon the written request from the individual's highest level manager or INC. Requests must include the NCIC number corresponding to the lost/stolen item.

In the event the lost/stolen badge or credential is recovered subsequent to a re-issue, immediately notify the SISC and return the recovered badge/credential to the SISC via Priority Mail – Express.

### **2-7.3.3 Required Information for Credential Issuance or Replacement**

Digital photo and signature requirements for the two part photo credential:

- a. Photographs must be taken with a digital camera at a normal to best resolution setting, and show full face and shoulders only with a light blue background. Do not crop or re-size any photos. Use the last name, first name and the word "photo" in the file name, e.g., doe.jane.photo. Photographs which show areas other than the full face and shoulder will be returned.
- b. The requestor must sign their name three times on a blank sheet of white bond paper using black ink. When signing, create a signature between 2 and 3 inches in length. The signature page must be scanned at a resolution of 300ppi or higher. Use the last name, first name and the word "signature" in the file name, e.g., doe.jane.signature.
- c. Submit the image files with the request and authorization/approval information via email to the "Security Investigations Service Center Mailbox" (MEG@uspis.gov). If submitting numerous

requests or if the image files are too large for email transmission, mail the media (DVD/CD-ROM) containing the images to the SISC.

Current employees may request an updated photo credential when warranted by a substantive change, e.g., name change, change of job title, significant and permanent change of appearance. Requests for updated credentials should be emailed to the Security Investigations Service Center Mailbox and must contain the replacement information and justification.

#### **2-7.3.4 Encasement of Postal Inspector, Postal Police Officer Manager or PPO Badges Upon Retirement**

Upon the request of the retiring employee or, in the case of death, by the employee's surviving family, encased Postal Inspector, PPO Manager or PPO badges may be authorized. Retirees shall not place their own order for badge encasement.

All permanently assigned badges carried by a Postal Inspection Service employee through his or her career, to include his or her current badge and those on file with the SISC, may be encased.

Division management should request the individual's past badges from the SISC no sooner than 60 days prior to retirement and no later than 30 days after retirement. The letter of request should include the employee's full name, EIN or WRN, and the scheduled retirement date. A temporary badge should be requested from the SISC if the current badge is to be encased prior to the effective retirement date. If a request for badge encasement has not been received by the SISC within 30 days after the Postal Inspector's retirement, the badge will be returned to inventory and subject to re-issue.

The Postal Inspector, PPO Manager, PPO, or surviving family may select any company to encase badges and in whatever encasement style they choose, provided it is encased in polyurethane, Lucite or similar tamper-resistant material. Shadowboxes or other similar mounting presentations are not acceptable or authorized. The employee's assigned division/group bears responsibility for coordinating encasement and for the presentation of the encased badges to the retiring employee or to the surviving family. Encasement costs will be paid for at the discretion of the division.

#### **2-7.3.5 Presentation of Postal Inspection Service Credentials Upon Retirement**

Postal Inspection Service credentials with the word "RETIRED" stamped and perforated on the identification portion of the credential may be presented to a retired Postal Inspector, Postal Police Officer Manager, Postal Police Officer, and Professional, Technical and Administrative staff upon request. Requests should be submitted in writing to the requestor's manager prior to the requestor's effective retirement date.

Credentials with the word "VOID" stamped and perforated identification portion of the credential are limited to requests from family representatives of deceased employees. Requests must be submitted, in writing, by the local management with an explanation to the Deputy Chief Inspector, Headquarters Operations or the Inspector in Charge, Office of Counsel.

When presentation is authorized, local management will send the credentials via Priority Mail - Express to the SISC. A transmittal letter or email indicating the nature of the request must be included with the credentials. The "RETIRED" or "VOID" credential will be returned by the SISC to the retired employee or the deceased employee's family via Priority Mail - Express.

Employees who transfer to another agency or a non-law enforcement position within the USPS are normally not eligible to receive Postal Inspection Service badges or credential, even if the employee is otherwise eligible to retire.

A lost, stolen or damaged "RETIRED" or "VOID" credential will generally not be replaced. Requests for replacement should be directed to the Inspector in Charge, Office of Counsel.

### **2-7.3.6 Badges for Retired Postal Inspectors, Postal Police Officer Managers and Postal Police Officers**

Retired Postal Inspectors, Postal Police Officer Managers or Postal Police Officers are authorized to purchase an Inspection Service replica badge bearing the word "RETIRED" in the banner. Retired Postal Inspector, Postal Police Officer Manager or Postal Police Officers may purchase this commercial item from the authorized vendor. The cost of the replica badge is the responsibility of the retiring employee.

The only authorized vendor for the retired Postal Inspector and Postal Police Officer badges is:

GERARD R. DAVIS, LTD.  
PO BOX 1424  
WOONSOCKET, RI 02895-0843  
Telephone: (401) 766-8760  
Fax: (401) 769-91450  
e-mail: [GRDLtd@aol.com](mailto:GRDLtd@aol.com)

### **2-7.4 Law Enforcement Officers Safety Act (LEOSA) Identification**

Retired or separated Postal Inspectors, Postal Police Officer Manager and Postal Police Officers may be issued a LEOSA Identification upon completion of the following:

- a) Submission of an application,
- b) In-person verification of the applicant's identity, and
- c) Certification of the applicant's compliance with 18 U.S.C. 926C(c).

Identifications issued under this section will state on the face "Retired U.S. Postal Inspector," "Postal Police Officer Manager" or "Retired Postal Police Officer."

The process for obtaining a LEOSA Identification is as follows:

- 1) Applicant should contact a local division or domicile to make an appointment for completion of "Application for Law Enforcement Officer's Safety Act Identification", in-person identity verification, photo and signature. Photograph and signature must be in accordance with specifications outlined in 2-7.3.3.
- 2) The completed Application, photograph and signature should be forwarded by the division to the Office of Counsel at the following address or via email at [LEOSA@uspis.gov](mailto:LEOSA@uspis.gov).

OFFICE OF COUNSEL  
U.S. POSTAL INSPECTION SERVICE  
475 L'ENFANT PLAZA SW, RM 3100  
WASHINGTON, DC 20260-2201

- 3) Office of Counsel will conduct a review to ensure the applicant's compliance with 18 U.S.C. 926C(c) and, if approved, will forward all required documentation to the SISC at the address listed in 2-7.3.1 for final processing.
- 4) The SISC will mail the LEOSA Identification to the applicant.

The decision to approve or deny LEOSA Identification is discretionary. Decisions regarding issuance are final and there are no appeal rights.

A lost, stolen or damaged LEOSA Identification will generally not be replaced. Requests for replacement should be directed to the Inspector in Charge, Office of Counsel.

**TITLE 18 - CRIMES AND CRIMINAL PROCEDURE**  
**PART I - CRIMES**  
**CHAPTER 44 - FIREARMS**

**§ 926C. Carrying of concealed firearms by qualified retired law enforcement officers**

(a) Notwithstanding any other provision of the law of any State or any political subdivision thereof, an individual who is a qualified retired law enforcement officer and who is carrying the identification required by subsection (d) may carry a concealed firearm that has been shipped or transported in interstate or foreign commerce, subject to subsection (b).

(b) This section shall not be construed to supersede or limit the laws of any State that—

(1) permit private persons or entities to prohibit or restrict the possession of concealed firearms on their property; or

(2) prohibit or restrict the possession of firearms on any State or local government property, installation, building, base, or park.

(c) As used in this section, the term “qualified retired law enforcement officer” means an individual who—

(1) separated from service in good standing from service with a public agency as a law enforcement officer;

(2) before such separation, was authorized by law to engage in or supervise the prevention, detection, investigation, or prosecution of, or the incarceration of any person for, any violation of law, and had statutory powers of arrest;

(3) (A) before such separation, served as a law enforcement officer for an aggregate of 10 years or more; or

(B) separated from service with such agency, after completing any applicable probationary period of such service, due to a service-connected disability, as determined by such agency;

(4) during the most recent 12-month period, has met, at the expense of the individual, the standards for qualification in firearms training for active law enforcement officers, as determined by the former agency of the individual, the State in which the individual resides or, if the State has not established such standards, either a law enforcement agency within the State in which the individual resides or the standards used by a certified firearms instructor that is qualified to conduct a firearms qualification test for active duty officers within that State;

(5) (A) has not been officially found by a qualified medical professional employed by the agency to be unqualified for reasons relating to mental health and as a result of this finding will not be issued the photographic identification as described in subsection (d)(1); or

(B) has not entered into an agreement with the agency from which the individual is separating from service in which that individual acknowledges he or she is not qualified under this section for reasons relating to mental health and for those reasons will not receive or accept the photographic identification as described in subsection (d)(1);

(6) is not under the influence of alcohol or another intoxicating or hallucinatory drug or substance; and

(7) is not prohibited by Federal law from receiving a firearm.

(d) The identification required by this subsection is—

(1) a photographic identification issued by the agency from which the individual separated from service as a law enforcement officer that indicates that the individual has, not less recently than one year before the date the individual is carrying the concealed firearm, been tested or otherwise found by the agency to meet the active duty standards for qualification in firearms training as established by the agency to carry a firearm of the same type as the concealed firearm; or

(2)

*NB: This unofficial compilation of the U.S. Code is current as of Jan. 4, 2012 (see <http://www.law.cornell.edu/uscode/uscprint.html>).*

- (A) a photographic identification issued by the agency from which the individual separated from service as a law enforcement officer; and
  - (B) a certification issued by the State in which the individual resides or by a certified firearms instructor that is qualified to conduct a firearms qualification test for active duty officers within that State that indicates that the individual has, not less than 1 year before the date the individual is carrying the concealed firearm, been tested or otherwise found by the State or a certified firearms instructor that is qualified to conduct a firearms qualification test for active duty officers within that State to have met—
    - (I) the active duty standards for qualification in firearms training, as established by the State, to carry a firearm of the same type as the concealed firearm; or
    - (II) if the State has not established such standards, standards set by any law enforcement agency within that State to carry a firearm of the same type as the concealed firearm.
- (e) As used in this section—
- (1) the term “firearm”—
    - (A) except as provided in this paragraph, has the same meaning as in section 921 of this title;
    - (B) includes ammunition not expressly prohibited by Federal law or subject to the provisions of the National Firearms Act; and
    - (C) does not include—
      - (i) any machinegun (as defined in section 5845 of the National Firearms Act);
      - (ii) any firearm silencer (as defined in section 921 of this title); and
      - (iii) any destructive device (as defined in section 921 of this title); and
  - (2) the term “service with a public agency as a law enforcement officer” includes service as a law enforcement officer of the Amtrak Police Department, service as a law enforcement officer of the Federal Reserve, or service as a law enforcement or police officer of the executive branch of the Federal Government.

(Added Pub. L. 108–277, § 3(a), July 22, 2004, 118 Stat. 866; amended Pub. L. 111–272, § 2(c), Oct. 12, 2010, 124 Stat. 2855.)

## References in Text

The National Firearms Act, referred to in subsec. (e)(1)(B), (C)(i), is classified generally to chapter 53 (§ 5801 et seq.) of Title 26, Internal Revenue Code. See section 5849 of Title 26. Section 5845 of such Act is classified to section 5845 of Title 26.

## Amendments

2010—Subsec. (c)(1). Pub. L. 111–272, § 2(c)(1)(A), substituted “separated from service” for “retired” and struck out “, other than for reasons of mental instability” after “officer”.

Subsec. (c)(2). Pub. L. 111–272, § 2(c)(1)(B), substituted “separation” for “retirement”.

Subsec. (c)(3)(A). Pub. L. 111–272, § 2(c)(1)(C)(i), substituted “separation, served as a law enforcement officer for an aggregate of 10 years or more” for “retirement, was regularly employed as a law enforcement officer for an aggregate of 15 years or more”.

Subsec. (c)(3)(B). Pub. L. 111–272, § 2(c)(1)(C)(ii), substituted “separated” for “retired”.

Subsec. (c)(4). Pub. L. 111–272, § 2(c)(1)(D), added par. (4) and struck out former par. (4) which read as follows: “has a nonforfeitable right to benefits under the retirement plan of the agency;”.

Subsec. (c)(5). Pub. L. 111–272, § 2(c)(1)(E), added par. (5) and struck out former par. (5) which read as follows: “during the most recent 12-month period, has met, at the expense of the individual, the State’s standards for training and qualification for active law enforcement officers to carry firearms;”.

Subsec. (d)(1). Pub. L. 111–272, § 2(c)(2)(A), substituted “separated” for “retired” and “to meet the active duty standards for qualification in firearms training as established by the agency to carry a firearm of the same type as the

*NB: This unofficial compilation of the U.S. Code is current as of Jan. 4, 2012 (see <http://www.law.cornell.edu/uscode/uscpri.html>).*

concealed firearm” for “to meet the standards established by the agency for training and qualification for active law enforcement officers to carry a firearm of the same type as the concealed firearm”.

Subsec. (d)(2)(A). Pub. L. 111-272, § 2(c)(2)(B)(i), substituted “separated” for “retired”.

Subsec. (d)(2)(B). Pub. L. 111-272, § 2(c)(2)(B)(ii), substituted “or by a certified firearms instructor that is qualified to conduct a firearms qualification test for active duty officers within that State that indicates that the individual has, not less than 1 year before the date the individual is carrying the concealed firearm, been tested or otherwise found by the State or a certified firearms instructor that is qualified to conduct a firearms qualification test for active duty officers within that State to have met—” for “that indicates that the individual has, not less recently than one year before the date the individual is carrying the concealed firearm, been tested or otherwise found by the State to meet the standards established by the State for training and qualification for active law enforcement officers to carry a firearm of the same type as the concealed firearm.” and added cls. (I) and (II).

Subsec. (e). Pub. L. 111-272, § 2(e)(3), added subsec. (e) and struck out former subsec. (e) which read as follows: “As used in this section, the term ‘firearm’ does not include—

“(1) any machinegun (as defined in section 5845 of the National Firearms Act);

“(2) any firearm silencer (as defined in section 921 of this title); and

“(3) a destructive device (as defined in section 921 of this title).”

LABOR RELATIONS



RECEIVED  
324-417

APR 03 2017

Per \_\_\_\_\_

March 29, 2017

Mr. Brian J. Wagner  
President  
National Association Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:  
7016 1370 0002 3014 6472**

Dear Brian:

As an update to our December 5, 2014 notification (enclosed), the Postal Service is moving the testing phase of the robotic (unmanned) Mail Transportation Equipment (MTE) from the Brooklyn Processing & Distribution Center (P&DC) to the Pennwood P&DC.

The decision to conduct testing at this new location is to provide additional performance data for this application. A total of eight Vision Guided Vehicles (VGV) will be utilized. Four Tow Trucks will begin testing in April and four Pallet Jack Trucks will begin testing in June. As indicated in our previous correspondence, this testing will be for the purpose of evaluating the design, determining the suitability, and assessing the applicability of these devices.

If there are any questions, please contact James Lloyd of my staff at extension 3946.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean".

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosures

LABOR RELATIONS



December 5, 2014

Mr. Louis Atkins  
President  
National Association of Postal Supervisors  
1727 King Street  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:  
7013 3020 0002 3617 1138**

Dear Louis:

As an update to our May 8 notification (enclosed), the Postal Service is moving the testing phase of the robotic (unmanned) Mail Transportation Equipment (MTE) from the Chicago Logistics & Distribution Center (Busse L&DC) to the Brooklyn Processing & Distribution Center (P&DC).

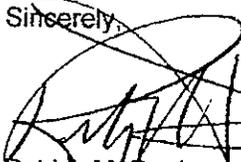
The decision to conduct testing at this new location is to provide additional performance data for this application - consisting of three (3) Vision Guided Vehicle (VGV) Tow Trucks which will replace the current aged and defective Automated Guided Vehicle (AGV) equipment at this facility. As indicated in our previous correspondence, this testing will be for the purpose of evaluating the design, determining the suitability, and assessing the applicability of these devices.

The testing at this new location is estimated to begin in mid-December and is expected to extend through late 2015. At this time, the Postal Service still does not have any plans for any future deployment.

As additional information, a copy of the information regarding the VGV MTE that will be provided to the employees at this facility is also enclosed.

If there are any questions, please contact Todd C. Coffey of my staff at extension 6004.

Sincerely,

  
Patrick M. Devine  
Manager  
Contract Administration (APWU)

Enclosures

5W4-4-17  
 RECEIVED  
 APR 03 2017  
 Per \_\_\_\_\_



March 30, 2017

Mr. Brian J. Wagner  
 President  
 1727 King Street, Suite 400  
 Alexandria, VA 22305-2600

**Certified Mail Tracking Number:  
 7016 1370 0002 3014 6267**

Dear Brian:

As a matter of general interest, the Postal Service intends to pilot a Phase I training initiative for Lead Mail Processing Clerks. The purpose of the initiative is to provide Lead Mail Processing Clerks with the information and tools to aid them in the performance of the jobs.

The Phase I training pilot is scheduled to take place at the Oklahoma City, Oklahoma Processing and Distribution Center (P&DC) beginning in mid-April. The training will consist of existing training material and will cover the following topics:

Leadership	Web End-of-Run (WebEOR)
Safety	Mail Processing Equipment (MPEwatch)
Team Communication	Mail Transport Equipment
Decision Making	Surface Visibility (SV)
National Color Code Policy	TACS
Start the Clock for Method for Commercial Mail	On-the-Job Instructor (OJI)
Lean-Six Sigma Principles	Getting Started with Excel
Run Plan Generator (RPG)	AFSM100 Certification
DBCS Processing (Pre-Requisite)	DPS Overview (Pre-Requisite)
Time and Attendance (Pre-Requisite)	

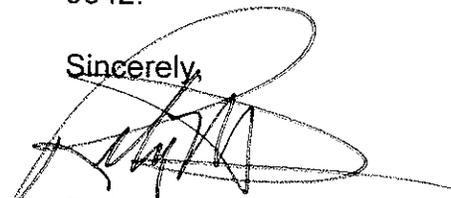
This is a 61 hour training, which includes 21 hours of pre-requisite eLearning courses to be completed prior to the training, and 40 hours of training consisting of eLearning and facilitator led classroom training. The training will initially be provided to all current Lead Mail Processing Clerks in the Oklahoma City, OK P&DC and will subsequently be provided to employees who are successful bidders on Lead Mail Processing Clerk positions. It is anticipated the current Lead Mail Processing Clerks in the Oklahoma City, OK P&DC will receive the Phase I training by April 30.

The training will not be a qualification for the Lead Mail Processing Clerk bid position and will not include a pass/fail exam.

Enclosed is a copy of the tentative curriculum schedule and list of pre-requisite courses.

If you have any questions, please contact Shannon Richardson at extension 5842.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rickey R. Dean', with a large, stylized flourish above the name.

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure

## Draft Curriculum for Lead Mail Processing Clerk Phase I Training

Monday Day 1

version: 03/29/2017

Start/End Time	Course #	Format/ Delivery	Duration	Course/Module Name	Comments
1400-1575	N/A	ILT	1.75	Introductions & Leadership Module	
1575-1600	N/A	Self-Led	0.25	Break	
1600-1650	10021640	E	0.50	Workplace Safety Orientation	
1650-1725	10026128	E	0.75	Report Hazard, Unsafe Condition/Practice Module 1	
1725-1800	10026353	E	0.75	Report Hazard, Unsafe Condition/Practice Module 2	
1800-1850	N/A	Self-Led	0.50	Lunch	
1850-1950	3621463	E	1.00	Fostering Effective Team Communication	
1950-2050	3622783	E	1.00	Decision Making Fundamentals	
2050-2075	N/A	Self-Led	0.25	Break	
2075-2175	10019137	E	1.00	National Color code Policy	Web-Ex with SME -
2175-2225	1820160	E	0.50	Start the Clock	Web-Ex with SME (TBD)
2225-2250	N/A	ILT	0.25	Review / Critique Day 1	

8.50 Monday Hours

## Pre-Requisite Courses

LMS COURSE	COURSE DESCRIPTION	Delivery	Duration
00010376 Program Name: DBCS Processing Methodology Tour 1 (OTJl)	TOUR 1 ONLY: Prepare the learner to work safely using the correct methods to operate the DBCS based automation equipment according to USPS standards.	ILT	8.00
00010381 MP50 DBCS Processing Methodology Tour 3 (OTJl)	TOUR 3 ONLY: Prepare the learner with the ability to work safely using the correct methods to operate the DBCS based automation equipment according to USPS standards.	ILT	8.00
10020958 NSP: Delivery Point Sequence (DPS) Overview	An overview of the Delivery Point Sequencing (DPS) on the Delivery Bar Code Sorter (DBCS) operation.	E	1.00
2156400 Time Is Money: Time and Attendance for Supervisors	This program is designed to provide supervisors and managers with the tools necessary for proper time and attendance procedures. It's overall objective is to reduce payroll adjustments and unauthorized overtime. Target Audience: Managers/Supervisors	E	4.00

Sw 4-4-17

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APR 03 2017

Per \_\_\_\_\_

LABOR RELATIONS



March 30, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service has created four postcards that will be mailed to employees concerning Thrift Savings Plan (TSP) participation.

The postcards will be sent to different categories of employees based on their participation status. We anticipate distribution will be completed by the end of April.

We have enclosed the following:

- Postcard 1: All Federal Employees Retirement System (FERS) employees who are either not participating whatsoever or who are contributing less than 5% of their income to TSP.
- Postcard 2: All Civil Service Retirement System (CSRS) employees who are not participating in TSP.
- Postcard 3: All CSRS and FERS employees who are contributing less than the Internal Revenue Service (IRS) maximum to TSP, but are not covered by the categories of employees who will receive Postcard 1.
- Postcard 4: All CSRS and FERS employees over age 50 who are at the IRS maximum for regular contributions, but are not at the IRS maximum for catch-up contributions.

Please contact Noah Meyers at extension 5024 if you have questions concerning this matter.

Sincerely,

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosures



# WHAT IF

I Told You I Could

# DOUBLE

# Your Money?



Wellness



UNITED STATES  
POSTAL SERVICE®



475 L'ENFANT PLAZA SW RM 9670  
WASHINGTON, DC 20260-4001

POSTCARD 1

First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

### *It's true!*

If you contribute 5% of your salary to your Thrift Savings Plan (TSP) account, you will get the full Postal Service contribution of 5%. If you aren't contributing at least 5%, you are throwing away free money.

You will be paving the way to a more comfortable retirement. Plus, you would have less current taxable income, which could lower your current taxes.

You can make or change TSP contributions at any time.  
**Go to: *Postal/EASE* and select *Thrift Savings Plan*.**

Additional information available at  
***liteblue.usps.gov/tsp*.**

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# ARE YOU **RETI**REMENT? **READY FOR**





POSTCARD 2

475 L'ENFANT PLAZA SW Rm. 9670  
WASHINGTON, DC 20260-4001

First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

### ***Start now!***

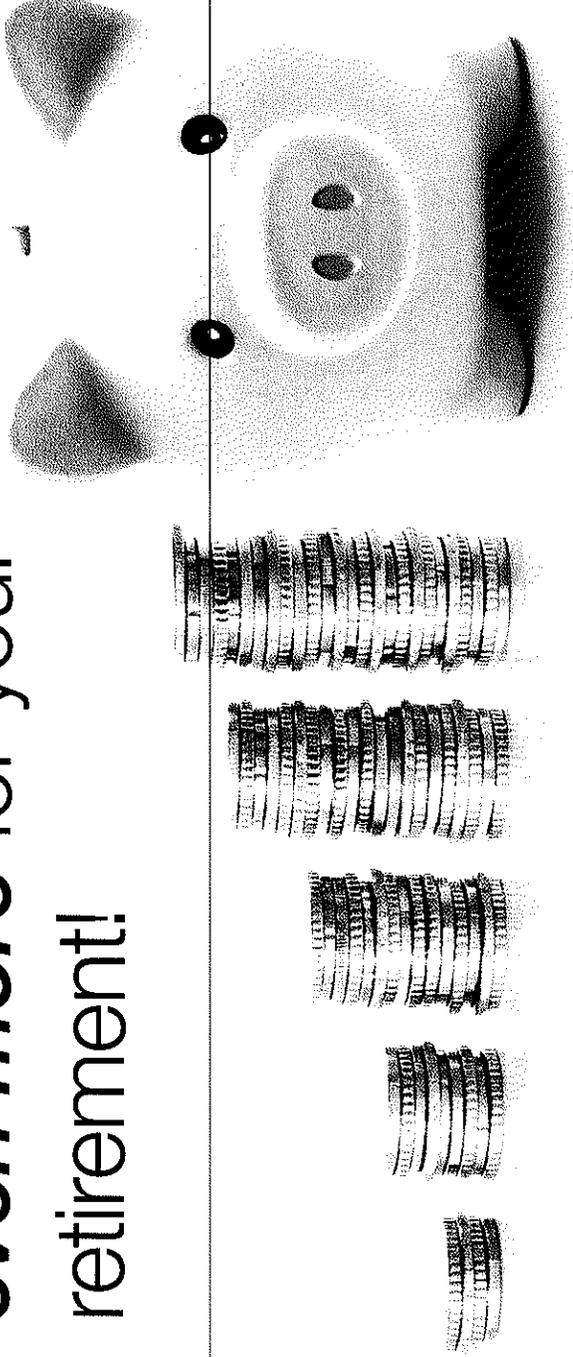
It's not too late to start saving money with the Thrift Savings Plan (TSP). The TSP allows you to supplement your CSRS retirement plan annuity, allowing you more flexibility to make the most of your retirement.

Find at least one way to put more money in your TSP today. It's never too early or too late to save a little more.

You can make or change TSP contributions at any time. **Go to: *PostalEASE* and select *Thrift Savings Plan*.** Additional information available at ***liteblue.usps.gov/tsp***.



Don't miss out on saving  
***even more*** for your  
retirement!



POSTCARD 4



475 L'ENFANT PLAZA SW Rm 9670  
WASHINGTON, DC 20260-4001

*Save even more!*

Individuals age 50 or older can contribute an additional \$6,000 in 2017 to their Thrift Savings Plan (TSP) account on top of the regular 2017 contribution limit of \$18,000 applicable to younger workers.

Cutting just a few dollars a day from your budget now and adding that money into your TSP will increase your likelihood of reaching your dream retirement. Find at least one way to put more money in your TSP today. It's never too early or too late to save a little more.



You can make or change TSP contributions at any time. **Go to: *Postal/EASE* and select TSP Catch-Up Contributions.** Additional information available at [iteblue.usps.gov/tsp](http://iteblue.usps.gov/tsp).

First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10



What does  
your *dream*  
retirement  
look like?



POSTCARD 3



475 L'ENFANT PLAZA SW Rm 9670  
WASHINGTON, DC 20260-4001

*Dream big!*

To make that dream a reality, you need to start now. In 2017 you can put up to \$18,000 in your Thrift Savings Plan (TSP) account. Cutting just a few dollars a day from your budget now and adding that money to your TSP contribution will increase your likelihood of reaching your dream retirement.

Find at least one way to put more money in your TSP today. It's never too early or too late to save a little more.



You can make or change TSP contributions at any time. **Go to: *PostalEASE* and select Thrift Savings Plan.** Additional information available at [lifeblue.usps.gov/tsp](http://lifeblue.usps.gov/tsp).

First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

Bw 4-4-17

LABOR RELATIONS



APR 03 2017  
APC

March 29, 2017

Brian J. Wagner  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22305-2600

Gregory S. Acord  
Anthony D. Leonardi  
Co-Presidents  
United Postmasters and Managers of America  
8 Herbert St.  
Alexandria, VA 22305-2600

Dear Gentlemen: *Brian,*

As a matter of general information, the Postal Service plans to implement a Reduction-in-Force (RIF) of Postmaster Relief (PMR) employees that are on rolls in non-authorized positions.

Impacted employees will receive specific RIF notices of reassignment or separation, along with hard copy information to their address of record to assist them with exercising their options during the RIF period.

PMRs identified in this RIF may submit a request for non-competitive reassignment to authorized vacant PMR positions to their Manager, Human Resources (District) up to the RIF effective date. An opportunity will also be provided to PMRs during the RIF period to apply in eCareer for vacant Postmaster (EAS-18) and Postmaster (PTPO) (PTPM-56) positions.

Please contact Phong Quang at extension 2857 if you have questions concerning this matter.

Sincerely,  
*BAN*

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

Enclosure

EVENTS	DATES
AHRM Telecon	3/30/2017
Workforce Repositioning sends established list of impacted PMR's to Area HR for confirmation.	3/30/2017
Area HR confirms status of PMR's to Workforce Repositioning	3/31/2017      4/7/2017
Workforce Repositioning compiles informational packets to be mailed to impacted PMRs	3/17/2017      4/7/2017
Workforce Repositioning sends informational packets with Reduction in Force announcement to impacted PMR's.	4/14/2017
Impacted PMRs may request reassignment to a 2-hour RMPO or a 6-hour PTPO by contacting their District HR Manager.	4/14/2017      6/23/2017
Impacted PMRs can also apply for promotion through a mandatory eCareer posting for vacant EPM- 56 and EAS-18 Postmaster positions.	4/25/2017      5/3/2017
<b>Issue Specific RIF Notice</b>	<b>4/14/2017</b>
Specific RIF Notice Period	4/14/2017      6/23/2017
District HR submits RIF separation and/or assignment worksheets to HRSSC.	4/14/2017      6/23/2017
<b>Effective Date of RIF Separations</b>	<b>6/24/2017</b>