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JUL 17 2017

LABOR RELATIONS

Per _____



July 14, 2017

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

Re: Notice of Availability of Draft Programmatic Environmental Assessment for Commercial Vehicle Acquisitions

Dear Brian:

To stabilize its delivery fleet pending the development of a longer-term solution to its vehicle needs and in furtherance of its statutory Universal Service Obligation, the Postal Service is considering the purchase of approximately 26,000 Commercial Off-the-Shelf (COTS) delivery vehicles to accommodate route growth over the next three years and to replace accident-damaged, aged and high-maintenance cost vehicles.

To comply with the requirements of the National Environmental Policy Act (NEPA), the Postal Service prepared and is making available a Draft Programmatic Environmental Assessment (PEA) for COTS Vehicle Acquisitions (the "Proposed Action"), which is national in scope. This PEA evaluated the environmental impacts of the Proposed Action and an Alternative Action versus taking No Action. An advance copy of the Notice of Availability is enclosed.

Please contact Bruce Nicholson at extension 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 Policies and Programs

Enclosure

ATTACHMENT 1: NOTICE OF AVAILABILITY (Pre-Publication Version)
Publication in Federal Register expected mid- July

POSTAL SERVICE

Notice of Availability: Draft Programmatic Environmental Assessment for Commercial Off-the-Shelf Vehicle Acquisitions, Nationwide

AGENCY: Postal Service.

ACTION: Notice of Availability of a Programmatic Environmental Assessment.

SUMMARY: To comply with the requirements of the National Environmental Policy Act (NEPA), the Postal Service has prepared and is making available for comments a Draft Programmatic Environmental Assessment (PEA) for Commercial Off-the-Shelf (COTS) Vehicle Acquisitions (the Proposed Action), which is national in scope. This PEA evaluated the environmental impacts of the Proposed Action and an Alternative Action versus taking No Action. The Draft PEA can be reviewed online at <http://about.usps.com/what-we-are-doing/green/pdf/cots-pea.pdf>.

DATES: Comments should be received no later than 5:00 pm ET [INSERT DATE 15 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER].

ADDRESSES: Direct written comments to: Davon Collins, Environmental Counsel, U.S. Postal Service, Room 6333, 475 L'Enfant Plaza SW, Washington, DC 20260, email davon.m.collins@usps.gov.

FOR FURTHER INFORMATION CONTACT: Davon M. Collins, (202) 268-4570.

SUPPLEMENTARY INFORMATION: To stabilize its delivery fleet pending the development of a longer-term solution to its vehicle needs and in furtherance of its statutory Universal Service Obligation, the Postal Service is considering the purchase of an estimated 26,000 COTS delivery vehicles to accommodate route growth over the next three years, and to replace accident-damaged, aged and high-maintenance-cost vehicles.

Pursuant to the requirements of NEPA, the Postal Service's implementing procedures at 39 CFR 775, and the President's Council on Environmental Quality Regulations (40 CFR parts 1500-1508), the Postal Service has prepared a PEA to evaluate the environmental impacts of the

following three actions on the physical, biological, cultural, and socioeconomic environments. To assist in this process, the Postal Service is soliciting the public's input and comments.

The *Proposed Action* would accommodate an increase in delivery points and routes anticipated over each of the next three years through the purchase of an estimated 7,000 new delivery vehicles and establishment of new delivery routes; and replace an estimated 19,000 accident-damaged, aged and high-maintenance-cost delivery vehicles, and aged minivans with new COTS vehicles. The *Alternative Action* would accommodate the expected increase in routes through the lease of additional vehicles, and provide for replacement of high-maintenance-cost and aged vehicles with leased vehicles. Under the *No Action Alternative*, the Postal Service would not implement the COTS Vehicle Acquisitions. The existing delivery fleet would be maintained at the status quo; existing delivery vehicles would continue to be used and incur increasingly higher maintenance costs as the vehicles continued to age; and existing delivery routes would be expanded to address annual city and rural delivery growth, incurring additional mileage and corresponding increased costs for maintenance and repair of existing vehicles.

The Draft PEA concludes that the Proposed Action would not result in significant adverse impacts on the physical, biological, cultural, and socioeconomic environments. The Proposed Action would result in beneficial impacts to current air quality nationwide, as the new vehicles would have better emission controls than the vehicles being replaced, and therefore decrease emissions as compared with the No Action Alternative, and at a significantly lower cost than the Alternative Action. Adverse impacts to other aspects of the environment such as biological, water, and cultural resources; energy resources; waste management; and community services would be minor to insignificant. The Proposed Action would also have an insignificant but beneficial socioeconomic impact nationwide, as new hires and additional related material purchases would produce beneficial economic results.

Unless substantive comments are received during the 15-day comment period and significant issues are identified, the Postal Service will finalize the PEA, issue a Finding of No Significant Impact (FONSI), and proceed with the project. Should a FONSI be issued, it will be

available for public viewing at <http://about.usps.com/what-we-are-doing/green/welcome.htm>, and the Postal Service would not publish another notice for this project. In the event significant issues are identified, the Postal Service will either issue a Mitigated FONSI, listing required mitigation measures, or publish a new Notice of Intent to prepare an Environmental Impact Statement.

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July 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 intends to test smart sensor technology in selected Promaster, flex fuel and Long Life Vehicles, at the East Liberty Post Office in Pittsburgh, Pennsylvania.

The purpose of this test is to evaluate smart sensor technology, which incorporates cameras and a GPS device to detect and report road conditions and the health of road infrastructure elements.

The test will be conducted July 31 through August 25. During this period participating carriers will drive the test vehicles during the normal delivery of their route.

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 Policies and Programs

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JUL 31 2017

LABOR RELATIONS



Per _____

July 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 1970 0000 3442 6071

Dear Brian:

As a matter of general interest, the Postal Service plans to deploy a new system called Automated Package Verification (APV) on August 1, 2017. The APV will automatically weigh and rate a package with postage prepared by:

- Click-N-Ship
- EasyPost
- eBay
- Endicia
- PayPal
- Pitney Bowes
- Stamps.com

The APV system will capture the weight and dimensions of a package and detect a postage overpayment or underpayment. An electronic invoice will be sent to the Click-N-Ship or Postage PC vendor notifying them of any postage differences, thus eliminating the need for manual collection of any postage due through the postage due process. The collection of postage due for letters, flats and packages paid with meter strips or stamps will remain the same; therefore, there is no anticipated impact to the bargaining unit employees.

Enclosed is a copy of the stand-up talk that will be given to employees on the program. Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

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

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure

bcc: Mr. Tulino
Mr. Dean
Mr. Nicholson
Mr. Devine
Ms. Dejo-Nicholson
Ms. Perron
Mr. Mlakar
Mr. Moore
Mr. Alexandrovich
Mr. Hsu
Mr. Lloyd
Mr. LeFevre
Ms. Reeder
Ms. Mealy (CA2017-362)
Ms. Richardson
Mr. Alfred Rodriguez, Jr., Industry Liaison, Payment Technology
Ms. Pritha N. Mehra, VP Mail Entry & Payment Technology

File: Automated Postage Due for Packages (Automated Package Verification (APV) Program) - Notice to APWU, NALC, NPMHU, NRLCA and Mgmt Assocs

Z:\Wadchqsxf19\shr_HQ_HQ_CHRO\LaborRelations\APWUAdministration\Staff Folders\Mealy\General Interest\Automated Postage Due for Packages (Automated Package Verification (APV) Program) - Notice to APWU, NALC, NPMHU, NRLCA and Mgmt Assocs

(CA2017-362)



STAND-UP TALK

Automated Postage Due for Packages

Audience

This Stand-Up Talk must be given to all USPS employees (including, but not limited to, Delivery, Network, Processing, and Retail Operations) who identify and/or collect postage due on letters, flats, and packages. The last two pages of this Stand-Up Talk can be posted for quick reference.

Current Process

Today, when packages are paid via Click-N-Ship or PC Postage (Endicia, Stamps.com, etc.) with postage discrepancies identified in the mailstream, they are either returned to the senders/shipper to be corrected or delivered to its destination for the recipient/customer to pay the postage due. The current process may delay shipments and/or your customer/recipient may have to pay extra, unexpected postage, which degrades the quality of the customer experience.

New Process starting August 1, 2017

The USPS will deploy a new system called **Automated Package Verification** or **APV** for short. APV will automatically weigh and rate a package with postage prepared by one of the following postage label providers (commonly called PC Postage Providers):

- Click-N-Ship®
- PayPal
- EasyPost
- Pitney Bowes
- eBay
- Stamps.com
- Endicia

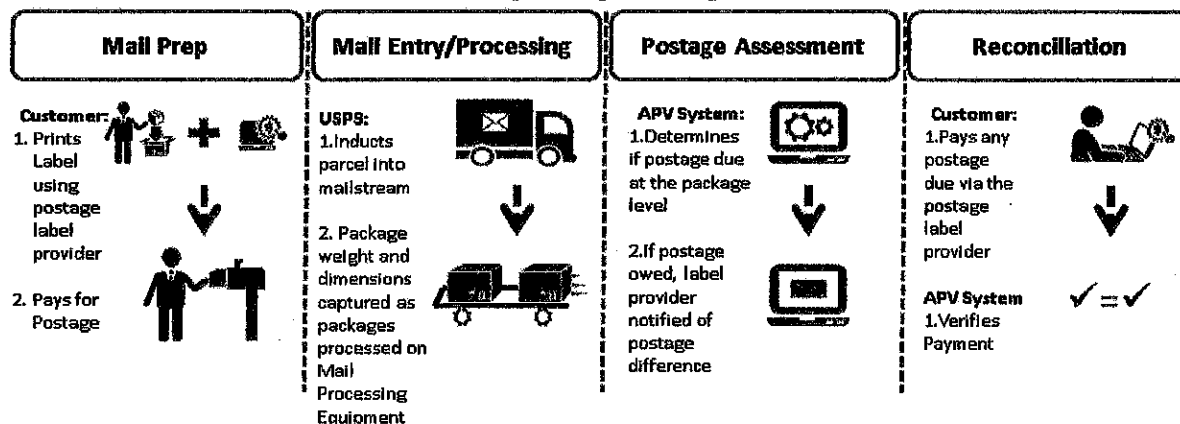
What is the Automated Package Verification (APV) program?

APV uses mail processing equipment that has been outfitted with scales to capture the weight of a package and equipment to measure the dimensions of a package to detect postage overpayment or underpayment. An invoice will be sent to the customers via the postage label provider. USPS will then receive payment from the postage label provider that provided the postage label on behalf of the customer.

The APV system eliminates the need for packages paid via Click-N-Ship or one of the postage label providers above to have additional postage collected manually through the postage due process.

Note: All other postage due letters, flats, and packages with postage paid using Meter Postage or Postage Stamps are handled under existing processes for the collection of additional postage.

How does the APV Process work beginning on August 1, 2017?



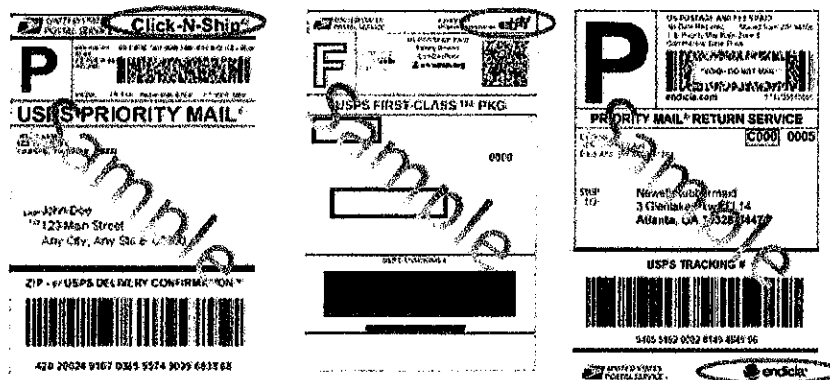
How APV impacts Retail Operations?

Packages that have the characteristics below will automatically be inducted into the mailstream.

- Retail Operations will not need to assess additional postage for these packages when presented by a customer at the retail counter.

Postage paid through one of the following postage label providers:

- Click-N-Ship®
- EasyPost
- eBay
- Endicia
- PayPal
- Pitney Bowes
- Stamps.com



All other Postage Due letters, flats, and packages with postage paid by Meter postage or Postage Stamps are handled under existing processes for the collection of postage due.

Exceptions to this Process:

- Refused and returned parcels with *USPS Retail Ground* and *Media Mail* pricing using PC Postage.
 - These classifications are "One way" services.
 - Postage due is required to send back.
- SSAs, SSDAs and retail window trained PSEs, must determine and charge postage due for envelopes with "package characteristics" that claim "Commercial Flats (Large Envelopes) Pricing" with affixed postage labels from an above listed postage label provider.
 - These are pieces that are rigid, nonrectangular, or not uniformly thick, are defined as a parcel and are subject to pay parcel (package) prices (Reference Notice 123)

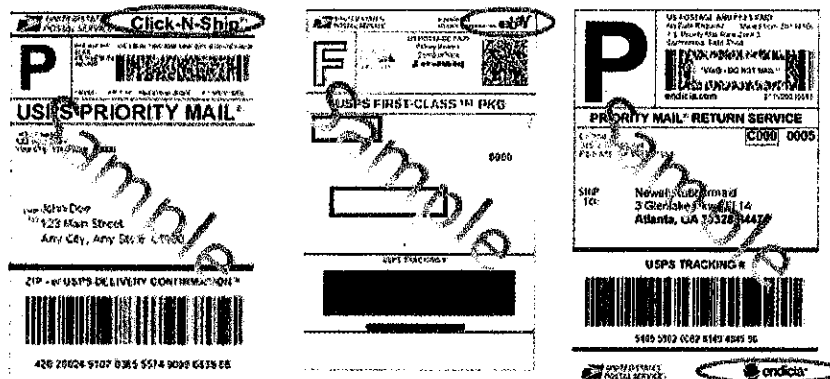
Example:

- Customer brings in a large envelope with a "Commercial Flats (Large Envelopes) Pricing" PC Postage label affixed.
- The large envelope contains an item that prevents the envelope from sliding through the 3/4 inch slot via the Notice 3A, *Letter-Size Mail Dimensional Standards Template* used at the retail counter by SSAs.
- The SSA will calculate the difference in postage of a flat versus a package (using a scale and Notice 123).
- The SSA will give the customer the option to
 - take the package (not officially a flat or envelope) back and affix the correct postage via their postage label provider *OR*
 - pay the full retail price difference using the RSS workflow.

How APV impacts Postage Due Operations?

All employees who identify and/or collect postage due on letters, flats, and packages must be aware: Mailpieces that have the characteristics below no longer need to go through the Postage Due process:

- Employees will not need to assess additional postage for these packages when postage is paid through one of the following entities:
 - Click-N-Ship®
 - EasyPost
 - eBay
 - Endicia
- PayPal
- Pitney Bowes
- Stamps.com



Note: All other Postage Due letters, flats, and packages with postage paid with Meter postage or Postage Stamps are handled under existing processes for the collection of postage due.

How APV impacts Maintenance?

Daily scale validations are required by the Manager of Maintenance Operations and/or Maintenance Technicians on the following Mail Processing Equipment (MPE):

- Automated Package Processing System (APPS)
- Automated Parcel Bundle Sorter (APBS)
- Small Package Sorting System (SPSS)
- Dimensional Scanning Devices (DSD)

Scale validations ensure correct package weight (or dimensions) are being sent to upstream reporting systems used by the USPS Revenue Protection Group. Daily validation compliance is critical to customer satisfaction and for customers to have confidence in the USPS revenue collection process.

Maintenance personnel should direct any questions or comments concerning the Maintenance of MPE to the Technical Support Center Help Desk, online at <https://tickets.mtsc.usps.gov/login.php> or call (800) 366-4123.

Who should customers contact with questions?

If customers have questions about the automated postage due process, please direct customers to the following options for information:

- Email: verifypostagehelp@usps.gov
- Visit: www.usps.com/business/verify-postage.htm
- Call: 1-844-819-5187 (APV Help Desk)
- Or customers may contact Click-N-Ship® or their PC Postage® provider directly

TO BE POSTED

Automatic Postage Verification (APV)

Starting August 1, 2017, APV will automatically assess short paid and overpaid postage for postage label providers using PDF-417 and Data Matrix barcode technology.

PDF-417 Barcode



Data Matrix Barcode

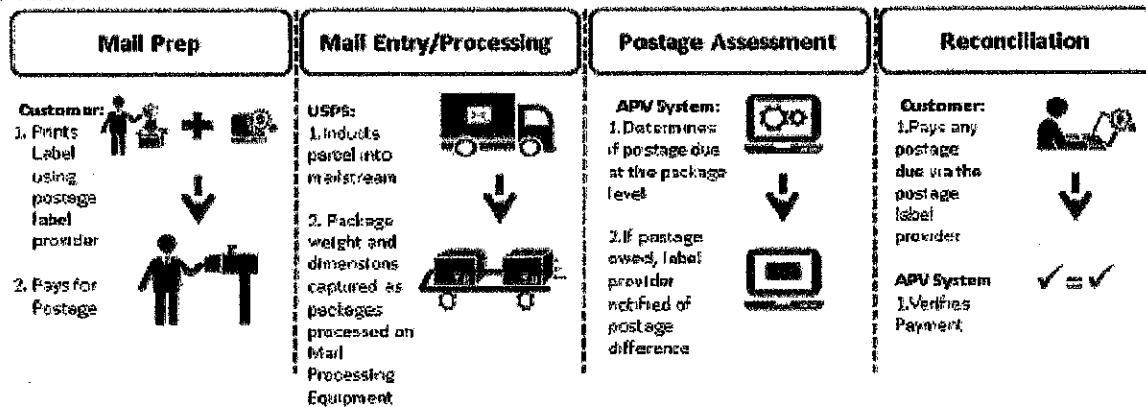


Postage Label Providers using APV:

- Click-N-Ship
- EasyPost
- eBay
- Endicia
- PayPal
- Pitney Bowes
- Stamps.com

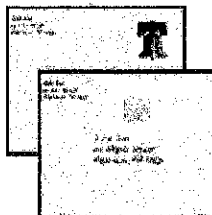
Packages paid via the above postage label providers are not required to have postage due collected manually through the Postage Due Process

Automatic Package Verification Process starting August 1, 2017



The collection of additional postage due will remain the same for letters, flats, and packages with postage paid with meter strips and stamps:

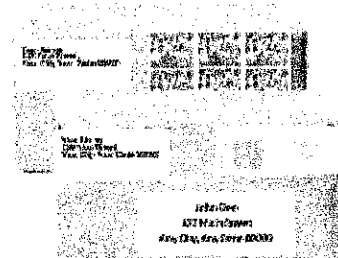
Letter



Flat

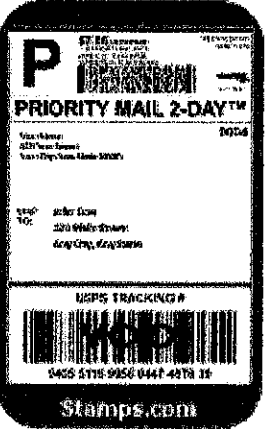
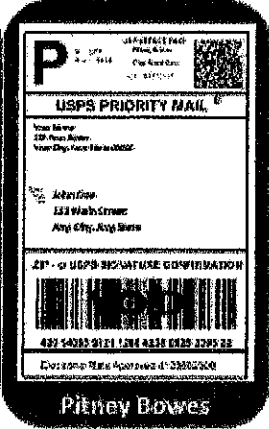
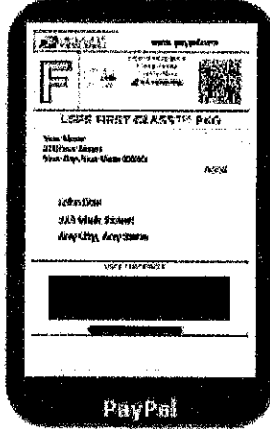
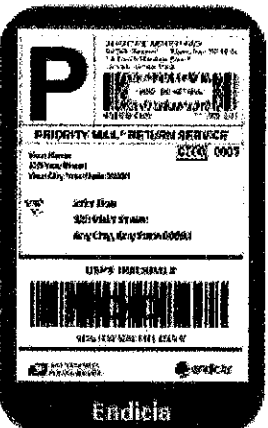
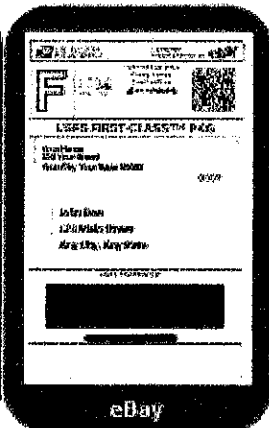
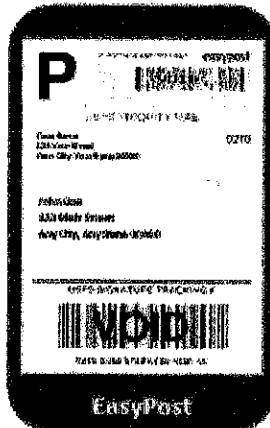
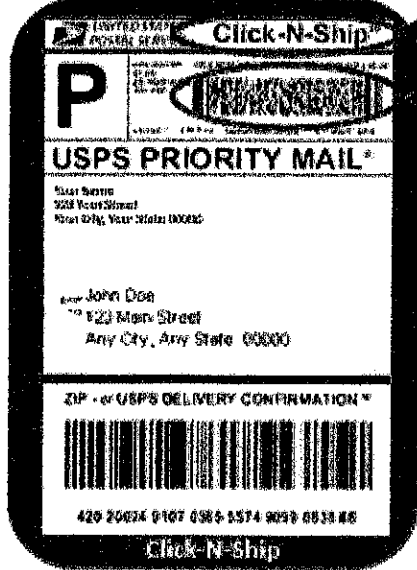


Packages



TO BE POSTED

Below are samples of labels from postage label providers using APV.
 As a reminder, there are variations of the label format.
 The characteristics to verify on the label are name of postage provider and barcode.



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Per _____

July 26, 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 39 CFR § 265, Production or Disclosure of Material or Information.

The subject revisions allow the Postal Service to redact non-responsive information from a Freedom of Information Act (FOIA) requested record. Additionally, the revisions state that requests are considered received either on the date of receipt by the appropriate FOIA Requester Service Center (RSC), or no later than 10 business days after the request is first received by any Postal Service FOIA RSC.

We have enclosed two copies of the subject revisions, one with and one without changes identified.

Please contact Bruce Nicholson at 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 Policies and Programs

Enclosures

§ 265.1 General provisions.

(a) Policy.

(1) This subpart contains the regulations that implement the Freedom of Information Act (FOIA), 5 U.S.C. 552, insofar as the Act applies to the Postal Service. These rules should be read in conjunction with the text of the FOIA and the *Uniform Freedom of Information Fee Schedule and Guidelines* published by the Office of Management and Budget, (OMB Guidelines), 52 FR 10012 (Mar. 27, 1987). The *Postal Service FOIA Requester's Guide*, an easy-to-read guide for making Postal Service FOIA requests, is available at <http://about.usps.com/who-we-are/foia/welcome.htm>.

(2) Requests made by individuals for records about themselves under the Privacy Act of 1974, 5 U.S.C. 552a, are processed under Part 266 as well as under this subpart.

(3) It is the policy of the Postal Service to make its official records available to the public to the maximum extent consistent with the public interest. This policy requires a practice of full disclosure of those records that are covered by the requirements of the FOIA, subject only to the specific exemptions required or authorized by law. The exemptions from mandatory disclosure for various types of records provided by 5 U.S.C. 552(b) and 39 U.S.C. 410(c) reflect the fact that under some circumstances, the public interest may be better served by leaving the disclosure of particular records to the discretion of the Postal Service rather than by requiring their disclosure. This Postal Service policy does not create any right enforceable in court.

(4) Nothing in this subpart shall be construed to entitle any person, as of right, to any service or to the disclosure of any record to which such person is not entitled under the FOIA.

(b) Definitions.

(1) *Record*. For purposes of this Part, a *record* is a discrete, distinct, or segregable grouping of information that pertains to a specific topic that is:

(A) recorded, regardless of media, format, or physical characteristics, including electronic data; and

(B) in the custody or control of the Postal Service

The definition of a record does not include any discrete, distinct, or segregable grouping of information created at the discretion of an employee primarily for the employee's convenience and is not disclosed to other employees. The definition of a record is not the same as a "document"; a single "document" may be a single record or it may include multiple records and groupings of information that do not constitute records as defined in this section.

(2) *Component*. For purposes of this subpart, *component* means any department or facility within the Postal Service that maintains records; the Office of Inspector General; and the Postal Inspection Service. *Postal Service* means all such components collectively.

§ 265.5 Timing of responses to requests.

(a) *In general*. Requests will ordinarily be responded to according to their order of receipt. A request that is not initially submitted to the appropriate FOIA RSC will be deemed to have been received by the Postal Service at the time that it is actually received by the appropriate FOIA RSC, but in any case a request will be deemed to have been received no later than 10 business days after the request is first received by a FOIA RSC.

(b) *Multitrack processing.* Unless expedited processing has been granted, the Postal Service places each request in simple or complex tracks based on the amount of work and time involved in processing the request. Factors considered in assigning a request into the complex track may include one or more of the following factors: (1) the request involves voluminous documents; (2) the complexity of the material; (3) the request involves record searches at multiple facilities or locations; (4) the request requires consultation among components or other agencies; (5) the number of open requests submitted by the same requester. Within each track, the Postal Service processes requests in the order in which they are received. When appropriate, the FOIA RSC or the component will notify the requester if it has placed the request in the "Complex" track, and provide the requester with an opportunity to limit the scope of the request. If the requester limits the scope of the request, it may result in faster processing.

(c) *Expedited processing.* (1) Requests and appeals shall be processed on an expedited basis whenever it is determined that they involve:

(i) Circumstances in which the lack of expedited processing could reasonably be expected to pose an imminent threat to the life or physical safety of an individual;

(ii) An urgency to inform the public about an actual or alleged Federal Government activity, if made by a person who is primarily engaged in disseminating information.

(2) A requester who seeks expedited processing must submit a statement, certified to be true and correct, explaining in detail the basis for making the request for expedited processing. For example, under paragraph (e)(1)(ii) of this section, a requester who is not a full-time member of the news media must establish that the requester is a person whose primary professional activity or occupation is information dissemination, though it need not be the requester's sole occupation. Such a requester also must establish a particular urgency to inform the public about the government activity involved in the request—one that extends beyond the public's right to know about government activity generally. The existence of numerous articles published on a given subject can be helpful in establishing the requirement that there be an "urgency to inform" the public on the topic. As a matter of administrative discretion, a component may waive the formal certification requirement.

(3) A component shall notify the requester within 10 calendar days of the receipt of a request for expedited processing of its decision whether to grant or deny expedited processing. If expedited processing is granted, the request shall be given priority, placed in the processing track for expedited requests, and shall be processed as soon as practicable. If a request for expedited processing is denied, any appeal of that decision shall be acted on expeditiously.

(c) *Unusual circumstances.* Whenever the statutory time limit for processing a request cannot be met because of "unusual circumstances", as defined in the FOIA, and the component extends the time limit on that basis, the component shall, before the expiration of the 20-day period to respond, notify the requester in writing of the unusual circumstances involved and of the date by which processing of the request can be expected to be completed. Where the extension exceeds 10 working days, the component shall, as described by the FOIA, provide the requester with an opportunity to modify the request or arrange an alternative time period for processing and alert the requester to the availability of the Office of Government Information Services to provide dispute resolution services. The component shall make available its designated FOIA contact and its FOIA Public Liaison for this purpose.

(d) *Aggregating requests.* For the purposes of satisfying unusual circumstances under the FOIA, the Postal Service may aggregate requests in cases where it reasonably appears that multiple requests, submitted either by a single requester or by a group of requesters acting in concert, constitute a single request that would otherwise involve unusual circumstances. Multiple requests that involve unrelated matters shall not be aggregated.

§ 265.14 Rules Concerning Specific Categories of Records

(a) *Records available to the public on request.* Except as otherwise proscribed by law or regulations, including but not limited to paragraphs (b) and (c) of this section, § 265.2 and § 265.11 – § 265.13, Postal Service records will be made available to any person in accordance with the procedures provided in § 265.3.

(b) *Records not subject to mandatory public disclosure.* Certain classes of records are exempt from mandatory disclosure under exemptions contained in the Freedom of Information Act and in 39 U.S.C. 410(c). The Postal Service will exercise its discretion, in accordance with the policy stated in § 265.1(c), as implemented by instructions issued by the Records Office with the approval of the General Counsel in determining whether the public interest is served by the inspection or copying of records that are:

(1) Related solely to the internal personnel rules and practices of the Postal Service.

(2) Trade secrets, or privileged or confidential commercial or financial information, obtained from any person.

(3) Information of a commercial nature, including trade secrets, whether or not obtained from a person outside the Postal Service, which under good business practice would not be publicly disclosed. This class includes, but is not limited to:

(i) Information pertaining to methods of handling valuable registered mail.

(ii) Records of money orders, except as provided in R900 of the *Domestic Mail Manual (DMM)*.

(iii) Technical information concerning postage meters and prototypes submitted for Postal Service approval prior to leasing to mailers.

(iv) Reports of market surveys conducted by or under contract in behalf of the Postal Service.

(v) Records indicating rural carrier lines of travel.

(vi) Records compiled within the Postal Service which would be of potential benefit to persons or firms in economic competition with the Postal Service.

(vii) Information which, if publicly disclosed, could materially increase procurement costs.

(viii) Information which, if publicly disclosed, could compromise testing or examination materials.

(4) Interagency or internal memoranda or letters that would not be available by law to a private party in litigation with the Postal Service.

(5) Reports and memoranda of consultants or independent contractors, except to the extent they would be required to be disclosed if prepared within the Postal Service.

(6) Files personal in nature, including medical and personnel files, the disclosure of which would constitute a clearly unwarranted invasion of personal privacy.

(7) Information prepared for use in connection with proceedings under chapter 36 of title 39, U.S. Code, relating to rate, classification, and service changes.

(8) Information prepared for use in connection with the negotiation of collective bargaining agreements under chapter 12 of title 39, U.S. Code, or minutes of, or notes kept during, negotiating sessions conducted under such chapter.

(9) Other matter specifically exempted from disclosure by statute.

(c) *Records or information compiled for law enforcement purposes.*

(1) Investigatory files compiled for law enforcement purposes, whether or not considered closed, are exempt by statute from mandatory disclosure except to the extent otherwise available by law to a party other than the Postal Service, 39 U.S.C. 410(c)(6). As a matter of policy, however, the Postal Service will normally make records or information compiled for law enforcement purposes available upon request unless the production of these records:

(i) Could reasonably be expected to interfere with enforcement proceedings;

(ii) Would deprive a person of a right to a fair trial or an impartial adjudication;

(iii) Could reasonably be expected to constitute an unwarranted invasion of personal privacy;

(iv) Could reasonably be expected to disclose the identity of a confidential source, including a State, local, or foreign agency or authority or any private institution which furnished information on a confidential basis, and, in the case of a record or information compiled by a criminal law enforcement authority (such as the Postal Inspection Service) in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, information furnished by a confidential source;

(v) Would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law; or

(vi) Could reasonably be expected to endanger the life or physical safety of any individual.

(2) Whenever a request is made which involves access to records that could reasonably be expected to interfere with law enforcement proceedings, and

(i) The investigation or proceeding involves a possible violation of criminal law; and

(ii) There is reason to believe that,

(A) The subject of the investigation or proceeding is not aware of its pendency, and

(B) Disclosure of the existence of the records could reasonably be expected to interfere with enforcement proceedings, the Postal Service may, during only such time as that circumstance continues, treat the records as not subject to the requirements of the Freedom of Information Act.

(3) Whenever informant records maintained by a criminal law enforcement agency (such as the Postal Inspection Service) under an informant's name or personal identifier are requested by a third party according to the informant's name or personal identifier, the records may be treated as not subject to the requirements of the Freedom of Information Act unless the informant's status as an informant has been officially confirmed.

(4) Authority to disclose records or information compiled for law enforcement purposes to persons outside the Postal Service must be obtained from the Chief Postal Inspector, U.S. Postal Service, Washington, DC 20260-2100, or designee.

(d) *Disclosure of names and addresses of specifically identified Postal Service customers.* Upon request, the names and addresses of specifically identified Postal Service customers will be made available only as follows:

(1) *Change of address.* The new address of any specific customer who has filed a permanent or temporary change of address order (by submitting PS Form 3575, a hand-written order, or an electronically communicated order) will be furnished to any person, except that the new address of a specific customer who has indicated on the order that the address change is for an individual or an entire family will be furnished only in those circumstances stated at paragraph (d)(5) of this section. Disclosure will be limited to the address of the specifically identified individual about whom the information is requested (not other family members or individuals whose names may also appear on the change of address order). The Postal Service reserves the right not to disclose the address of an individual for the protection of the individual's personal safety. Other information on PS Form 3575 or copies of the form will not be furnished except in those circumstances stated at paragraphs (d)(5)(i), (d)(5)(iii), or (d)(5)(iv) of this section.

(2) *Name and address of permit holder.* The name and address of the holder of a particular bulk mail permit, permit imprint or similar permit (but not including postage meter licenses), and the name of any person applying for a permit in behalf of a holder will be furnished to any person upon the filing of a proper FOIA request and payment of any applicable fees. For the name and address of a postage meter license holder, see paragraph (d)(3) of this

section. (Lists of permit holders may not be disclosed to members of the public. See paragraph (e)(1) of this section.)

(3) *Name and address of postage evidencing user.* The name and address of an authorized user of a postage meter or PC Postage product (postage evidencing systems) printing a specified indicium will be furnished to any person upon the payment of any fees authorized by § 265.9(b), provided the user is using the postage meter or PC Postage product for business purposes. The request for this information must be sent to the manager of Postage Technology Management, Postal Service Headquarters. The request must include the original or a photocopy of the envelope or wrapper on which the postage meter or PC postage indicium in question is printed, and a copy or description of the contents to support that the sender is a business or firm and not an individual. (Lists of authorized users of postage meters or PC Postage products may not be disclosed to members of the public.)

(4) *Post Office boxholder information.* Information from PS Form 1093, *Application for Post Office Box or Caller Service*, will be provided as follows:

(i) Except as provided in paragraph (d)(4)(iii) of this section, the boxholder applicant name and address from PS Form 1093 will be provided only in those circumstances stated in paragraphs (d)(5)(i) through (d)(5)(iii) of this section.

(ii) Except as provided in paragraph (d)(4)(iii) of this section, the names of persons listed as receiving mail, other than the boxholder applicant, will be furnished from PS Form 1093 only in those circumstances stated in paragraphs (d)(5)(i) and (d)(5)(iii) of this section.

(iii) When a copy of a protective order has been filed with the postmaster, information from PS Form 1093 will not be disclosed except pursuant to the order of a court of competent jurisdiction.

(5) *Exceptions.* Except as otherwise provided in these regulations, names or addresses of specifically identified Postal Service customers will be furnished only as follows:

(i) To a federal, state or local government agency upon prior written certification that the information is required for the performance of its duties. The Postal Service requires government agencies to use the format appearing at the end of this section when requesting the verification of a customer's current address or a customer's new mailing address. If the request lacks any of the required information or a proper signature, the postmaster will return the request to the agency, specifying the deficiency in the space marked 'OTHER'. A copy of PS Form 1093 may be provided.

(ii) To a person empowered by law to serve legal process, or the attorney for a party in whose behalf service will be made, or a party who is acting *pro se*¹, upon receipt of written information that specifically includes all of the following: (A) A certification that the name or address is needed and will be used solely for service of legal process in connection with actual or prospective litigation; (B) a citation to the statute or regulation that empowers the requester to serve process, if the requester is other than the attorney for a party in whose behalf service will be made, or a party who is acting *pro se*; (C) the names of all known parties to the litigation; (D) the court in which the case has been or will be commenced; (E) the docket or other identifying number, if one has been issued; and (F) the capacity in which the boxholder is to be served, e.g., defendant or witness. By submitting such information, the requester certifies that it is true. The address of an individual who files with the postmaster a copy of a protective court order will not be disclosed except as provided under paragraphs (d)(5)(i), (d)(5)(iii), or (d)(5)(iv) of this section. A copy of Form 1093 will not be provided. The Postal Service suggests use of the standard format appearing at the end of this section when requesting information under this paragraph. When using the standard format on the submitter's own letterhead, the standard format must be used in its entirety. The warning statement and certification specifically must be

¹ The term *pro se* means that a party is not represented by an attorney but by himself or herself.

included immediately before the signature block. If the request lacks any of the required information or a proper signature, the postmaster will return it to the requester specifying the deficiency.

(iii) In compliance with a subpoena or court order, except that change of address or boxholder information which is not otherwise subject to disclosure under these regulations may be disclosed only pursuant to a court order.

(iv) To a law enforcement agency, for oral requests made through the Inspection Service, but only after the Inspection Service has confirmed that the information is needed in the course of a criminal investigation. (All other requests from law enforcement agencies should be submitted in writing to the postmaster as in paragraph (d)(5)(i) of this section.)

(6) *Jury service.* The mailing address of any customer sought in connection with jury service, if known, will be furnished without charge upon prior written request to a court official, such as a judge, court clerk or jury commissioner.

(7) *Address verification.* The address of a postal customer will be verified at the request of a Federal, State, or local government agency upon written certification that the information is required for the performance of the agency's duties. "Verification" means advising such an agency whether or not its address for a postal customer is one at which mail for that customer is currently being delivered. "Verification" neither means nor implies knowledge on the part of the Postal Service as to the actual residence of the customer or as to the actual receipt by the customer of mail delivered to that address. The Postal Service requires government agencies to use the format appearing at the end of this section when requesting the verification of a customer's current address or a customer's new mailing address. If the request lacks any of the required information or a proper signature, the postmaster will return the request to the agency, specifying the deficiency in the space marked "OTHER".

(8) *Business/Residence location.* If the location of a residence or a place of business is known to a Postal Service employee, whether as a result of official duties or otherwise, the employee may, but need not, disclose the location or give directions to it. No fee is charged for such information.

(9) *Private mailbox information.* Information from PS Form 1583, *Application for Delivery of Mail Through Agent*, will be provided as follows:

(i) Except as provided in paragraph (d)(9)(iii) of this section, information from PS Form 1583 will be provided only in the circumstance stated in paragraph (d)(5)(iii) of this section.

(ii) To the public only for the purpose of identifying a particular address as an address of an agent to whom mail is delivered on behalf of other persons. No other information, including, but not limited to, the identities of persons on whose behalf agents receive mail, may be disclosed to the public from PS Form 1583.

(iii) Information concerning an individual who has filed a protective court order with the postmaster will not be disclosed except pursuant to the order of a court of competent jurisdiction.

(e) *Information not available for public disclosure.*

(1) The Postal Service and its officers and employees shall not make available to the public by any means or for any purpose any mailing list or other list of names and addresses (past or present) of postal patrons or other persons in response to a request under this part except that, upon a request in accordance with the procedures of § 265.3, the Postal Service will, to the extent required by law, provide a listing of postal employees working at a particular postal facility.

(2) Records or other documents which are classified or otherwise specifically authorized by Executive Order 12356 and implementing regulations to be kept secret in the interest of the national defense or foreign policy are not subject to disclosure pursuant to this part.

(3) Records consisting of trade secrets or confidential financial data, the disclosure of which is prohibited by 18 U.S.C. 1905, are not subject to disclosure pursuant to this part.

(4) Other records, the disclosure of which is prohibited by statute, are not subject to disclosure pursuant to this part.

(f) *Protection of the right of privacy.* If any record required or permitted by this part to be disclosed contains the name of, or other identifying details concerning, any person, including an employee of the Postal Service, the disclosure of which would constitute a clearly unwarranted invasion of personal privacy, the name or other identifying details shall be deleted before the record is disclosed and the requester so informed.

(g) *Disclosure in part of otherwise exempt record.* Any reasonably segregable portion of a record shall be provided after deleting the information which is neither subject to mandatory disclosure nor available as a matter of discretion.

§ 265.1 General provisions.

(a) Policy.

(1) This subpart contains the regulations that implement the Freedom of Information Act (FOIA), 5 U.S.C. 552, insofar as the Act applies to the Postal Service. These rules should be read in conjunction with the text of the FOIA and the *Uniform Freedom of Information Fee Schedule and Guidelines* published by the Office of Management and Budget, (OMB Guidelines), 52 FR 10012 (Mar. 27, 1987). -The *Postal Service FOIA Requester's Guide*, an easy-to-read guide for making Postal Service FOIA requests, is available at <http://about.usps.com/who-we-are/foia/welcome.htm>.

(b2) Requests made by individuals for records about themselves under the Privacy Act of 1974, 5 U.S.C. 552a, are processed under Part 266 as well as under this subpart.

(e3) It is the policy of the Postal Service to make its official records available to the public to the maximum extent consistent with the public interest. This policy requires a practice of full disclosure of those records that are covered by the requirements of the FOIA, subject only to the specific exemptions required or authorized by law. The exemptions from mandatory disclosure for various types of records provided by 5 U.S.C. 552(b) and 39 U.S.C. 410(c) reflect the fact that under some circumstances, the public interest may be better served by leaving the disclosure of particular records to the discretion of the Postal Service rather than by requiring their disclosure. This Postal Service policy does not create any right enforceable in court.

~~(d) As referenced in this subpart, *component* means any department or facility within the Postal Service that maintains records; the Office of Inspector General; and the Postal Inspection Service. *Postal Service* refers to all such components collectively.~~

(e4) Nothing in this subpart shall be construed to entitle any person, as of right, to any service or to the disclosure of any record to which such person is not entitled under the FOIA.

(b) Definitions.

(1) Record. For purposes of this Part, a record is a discrete, distinct, or segregable grouping of information that pertains to a specific topic that is:

(A) recorded, regardless of media, format, or physical characteristics, including electronic data; and

(B) in the custody or control of the Postal Service ~~to all such components collectively.~~

The definition of a record does not include any discrete, distinct, or segregable grouping of information created at the discretion of an employee primarily for the employee's convenience and is not disclosed to other employees. The definition of a record is not the same as a "document"; a single "document" may be a single record or it may include multiple records and groupings of information that do not constitute records as defined in this section.

(2) Component. For purposes of this subpart, *component* means any department or facility within the Postal Service that maintains records; the Office of Inspector General; and the Postal Inspection Service. *Postal Service* means all such components collectively.

§ 265.5 Timing of responses to requests.

(a) *In general.* -Requests will ordinarily be responded to according to their order of receipt. A request that is not initially submitted to the appropriate FOIA RSC will be deemed to have been received by the Postal Service at the time that it is actually received by the appropriate FOIA RSC or at the time the request is referred to the appropriate records custodian by a FOIA RSC, but in any case a request will be deemed to have been received no later than 10 business days after the request is first received by a FOIA RSC.

(b) *Multitrack processing.* Unless expedited processing has been granted, the Postal Service places each request in simple or complex tracks based on the amount of work and time involved in processing the request. Factors considered in assigning a request into the complex track may include one or more of the following factors: (1) the request involves voluminous documents; (2) the complexity of the material; (3) the request involves record searches at multiple facilities or locations; (4) the request requires consultation among components or other agencies; (5) the number of open requests submitted by the same requester. Within each track, the Postal Service processes requests in the order in which they are received. When appropriate, the FOIA RSC or the component will notify the requester if it has placed the request in the "Complex" track, and provide the requester with an opportunity to limit the scope of the request. If the requester limits the scope of the request, it may result in faster processing.

(c) *Expedited processing.* (1) Requests and appeals shall be processed on an expedited basis whenever it is determined that they involve:

(i) Circumstances in which the lack of expedited processing could reasonably be expected to pose an imminent threat to the life or physical safety of an individual;

(ii) An urgency to inform the public about an actual or alleged Federal Government activity, if made by a person who is primarily engaged in disseminating information.

(2) A requester who seeks expedited processing must submit a statement, certified to be true and correct, explaining in detail the basis for making the request for expedited processing. For example, under paragraph (e)(1)(ii) of this section, a requester who is not a full-time member of the news media must establish that the requester is a person whose primary professional activity or occupation is information dissemination, though it need not be the requester's sole occupation. Such a requester also must establish a particular urgency to inform the public about the government activity involved in the request—one that extends beyond the public's right to know about government activity generally. The existence of numerous articles published on a given subject can be helpful in establishing the requirement that there be an "urgency to inform" the public on the topic. As a matter of administrative discretion, a component may waive the formal certification requirement.

(3) A component shall notify the requester within 10 calendar days of the receipt of a request for expedited processing of its decision whether to grant or deny expedited processing. If expedited processing is granted, the request shall be given priority, placed in the processing track for expedited requests, and shall be processed as soon as practicable. If a request for expedited processing is denied, any appeal of that decision shall be acted on expeditiously.

(c) *Unusual circumstances.* -Whenever the statutory time limit for processing a request cannot be met because of "unusual circumstances", as defined in the FOIA, and the component extends the time limit on that basis, the component shall, before the expiration of the 20-day period to respond, notify the requester in writing of the unusual circumstances involved and of the date by which processing of the request can be expected to be completed. -Where the extension exceeds 10 working days, the component shall, as described by the FOIA, provide the requester with an opportunity to modify the request or arrange an alternative time period for processing and alert the requester to the availability of the Office of Government Information Services to provide dispute resolution services. The component shall make available its designated FOIA contact and its FOIA Public Liaison for this purpose.

(d) *Aggregating requests.* For the purposes of satisfying unusual circumstances under the FOIA, the Postal Service may aggregate requests in cases where it reasonably appears that multiple requests, submitted either by a single requester or by a group of requesters acting in concert, constitute a single request that would otherwise involve unusual circumstances. Multiple requests that involve unrelated matters shall not be aggregated.

§ 265.14 Rules Concerning Specific Categories of Records

(a) *Records available to the public on request.* Except as otherwise proscribed by law or regulations, including but not limited to paragraphs (b) and (c) of this section, § 265.2 and § 265.11 – § 265.13, Postal Service records will be made available to any person in accordance with the procedures provided in § 265.3.

(b) *Records not subject to mandatory public disclosure.* Certain classes of records are exempt from mandatory disclosure under exemptions contained in the Freedom of Information Act and in 39 U.S.C. 410(c). The Postal Service will exercise its discretion, in accordance with the policy stated in § 265.1(c), as implemented by instructions issued by the Records Office with the approval of the General Counsel in determining whether the public interest is served by the inspection or copying of records that are:

(1) Related solely to the internal personnel rules and practices of the Postal Service.

(2) Trade secrets, or privileged or confidential commercial or financial information, obtained from any person.

(3) Information of a commercial nature, including trade secrets, whether or not obtained from a person outside the Postal Service, which under good business practice would not be publicly disclosed. This class includes, but is not limited to:

(i) Information pertaining to methods of handling valuable registered mail.

(ii) Records of money orders, except as provided in R900 of the *Domestic Mail Manual (DMM)*.

(iii) Technical information concerning postage meters and prototypes submitted for Postal Service approval prior to leasing to mailers.

(iv) Reports of market surveys conducted by or under contract in behalf of the Postal Service.

(v) Records indicating rural carrier lines of travel.

(vi) Records compiled within the Postal Service which would be of potential benefit to persons or firms in economic competition with the Postal Service.

(vii) Information which, if publicly disclosed, could materially increase procurement costs.

(viii) Information which, if publicly disclosed, could compromise testing or examination materials.

(4) Interagency or internal memoranda or letters that would not be available by law to a private party in litigation with the Postal Service.

(5) Reports and memoranda of consultants or independent contractors, except to the extent they would be required to be disclosed if prepared within the Postal Service.

(6) Files personal in nature, including medical and personnel files, the disclosure of which would constitute a clearly unwarranted invasion of personal privacy.

(7) Information prepared for use in connection with proceedings under chapter 36 of title 39, U.S. Code, relating to rate, classification, and service changes.

(8) Information prepared for use in connection with the negotiation of collective bargaining agreements under chapter 12 of title 39, U.S. Code, or minutes of, or notes kept during, negotiating sessions conducted under such chapter.

(9) Other matter specifically exempted from disclosure by statute.

(c) *Records or information compiled for law enforcement purposes.*

(1) Investigatory files compiled for law enforcement purposes, whether or not considered closed, are exempt by statute from mandatory disclosure except to the extent otherwise

available by law to a party other than the Postal Service, 39 U.S.C. 410(c)(6). As a matter of policy, however, the Postal Service will normally make records or information compiled for law enforcement purposes available upon request unless the production of these records:

- (i) Could reasonably be expected to interfere with enforcement proceedings;
- (ii) Would deprive a person of a right to a fair trial or an impartial adjudication;
- (iii) Could reasonably be expected to constitute an unwarranted invasion of personal privacy;
- (iv) Could reasonably be expected to disclose the identity of a confidential source, including a State, local, or foreign agency or authority or any private institution which furnished information on a confidential basis, and, in the case of a record or information compiled by a criminal law enforcement authority (such as the Postal Inspection Service) in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, information furnished by a confidential source;
- (v) Would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law; or
- (vi) Could reasonably be expected to endanger the life or physical safety of any individual.

(2) Whenever a request is made which involves access to records that could reasonably be expected to interfere with law enforcement proceedings, and

- (i) The investigation or proceeding involves a possible violation of criminal law; and
- (ii) There is reason to believe that,
 - (A) The subject of the investigation or proceeding is not aware of its pendency, and
 - (B) Disclosure of the existence of the records could reasonably be expected to interfere with enforcement proceedings, the Postal Service may, during only such time as that circumstance continues, treat the records as not subject to the requirements of the Freedom of Information Act.

(3) Whenever informant records maintained by a criminal law enforcement agency (such as the Postal Inspection Service) under an informant's name or personal identifier are requested by a third party according to the informant's name or personal identifier, the records may be treated as not subject to the requirements of the Freedom of Information Act unless the informant's status as an informant has been officially confirmed.

(4) Authority to disclose records or information compiled for law enforcement purposes to persons outside the Postal Service must be obtained from the Chief Postal Inspector, U.S. Postal Service, Washington, DC 20260-2100, or designee.

(d) Disclosure of names and addresses of specifically identified Postal Service customers. Upon request, the names and addresses of specifically identified Postal Service customers will be made available only as follows:

(1) Change of address. The new address of any specific customer who has filed a permanent or temporary change of address order (by submitting PS Form 3575, a hand-written order, or an electronically communicated order) will be furnished to any person, except that the new address of a specific customer who has indicated on the order that the address change is for an individual or an entire family will be furnished only in those circumstances stated at paragraph (d)(5) of this section. Disclosure will be limited to the address of the specifically identified individual about whom the information is requested (not other family members or individuals whose names may also appear on the change of address order). The Postal Service reserves the right not to disclose the address of an individual for the protection of the individual's personal safety. Other information on PS Form 3575 or copies of the form will not be furnished except in those circumstances stated at paragraphs (d)(5)(i), (d)(5)(iii), or (d)(5)(iv) of this section.

(2) *Name and address of permit holder.* The name and address of the holder of a particular bulk mail permit, permit imprint or similar permit (but not including postage meter licenses), and the name of any person applying for a permit in behalf of a holder will be furnished to any person upon the filing of a proper FOIA request and payment of any applicable fees. For the name and address of a postage meter license holder, see paragraph (d)(3) of this section. (Lists of permit holders may not be disclosed to members of the public. See paragraph (e)(1) of this section.)

(3) *Name and address of postage evidencing user.* The name and address of an authorized user of a postage meter or PC Postage product (postage evidencing systems) printing a specified indicium will be furnished to any person upon the payment of any fees authorized by § 265.9(b), provided the user is using the postage meter or PC Postage product for business purposes. The request for this information must be sent to the manager of Postage Technology Management, Postal Service Headquarters. The request must include the original or a photocopy of the envelope or wrapper on which the postage meter or PC postage indicium in question is printed, and a copy or description of the contents to support that the sender is a business or firm and not an individual. (Lists of authorized users of postage meters or PC Postage products may not be disclosed to members of the public.)

(4) *Post Office boxholder information.* Information from PS Form 1093, *Application for Post Office Box or Caller Service*, will be provided as follows:

(i) Except as provided in paragraph (d)(4)(iii) of this section, the boxholder applicant name and address from PS Form 1093 will be provided only in those circumstances stated in paragraphs (d)(5)(i) through (d)(5)(iii) of this section.

(ii) Except as provided in paragraph (d)(4)(iii) of this section, the names of persons listed as receiving mail, other than the boxholder applicant, will be furnished from PS Form 1093 only in those circumstances stated in paragraphs (d)(5)(i) and (d)(5)(iii) of this section.

(iii) When a copy of a protective order has been filed with the postmaster, information from PS Form 1093 will not be disclosed except pursuant to the order of a court of competent jurisdiction.

(5) *Exceptions.* Except as otherwise provided in these regulations, names or addresses of specifically identified Postal Service customers will be furnished only as follows:

(i) To a federal, state or local government agency upon prior written certification that the information is required for the performance of its duties. The Postal Service requires government agencies to use the format appearing at the end of this section when requesting the verification of a customer's current address or a customer's new mailing address. If the request lacks any of the required information or a proper signature, the postmaster will return the request to the agency, specifying the deficiency in the space marked 'OTHER'. A copy of PS Form 1093 may be provided.

(ii) To a person empowered by law to serve legal process, or the attorney for a party in whose behalf service will be made, or a party who is acting *pro se*¹, upon receipt of written information that specifically includes all of the following: (A) A certification that the name or address is needed and will be used solely for service of legal process in connection with actual or prospective litigation; (B) a citation to the statute or regulation that empowers the requester to serve process, if the requester is other than the attorney for a party in whose behalf service will be made, or a party who is acting *pro se*; (C) the names of all known parties to the litigation; (D) the court in which the case has been or will be commenced; (E) the docket or other identifying number, if one has been issued; and (F) the capacity in which the boxholder is to be served, e.g., defendant or witness. By submitting such information, the requester certifies that it is true. The address of an individual who files with the postmaster a copy of a protective court

¹ The term *pro se* means that a party is not represented by an attorney but by himself or herself.

order will not be disclosed except as provided under paragraphs (d)(5)(i), (d)(5)(iii), or (d)(5)(iv) of this section. A copy of Form 1093 will not be provided. The Postal Service suggests use of the standard format appearing at the end of this section when requesting information under this paragraph. When using the standard format on the submitter's own letterhead, the standard format must be used in its entirety. The warning statement and certification specifically must be included immediately before the signature block. If the request lacks any of the required information or a proper signature, the postmaster will return it to the requester specifying the deficiency.

(iii) In compliance with a subpoena or court order, except that change of address or boxholder information which is not otherwise subject to disclosure under these regulations may be disclosed only pursuant to a court order.

(iv) To a law enforcement agency, for oral requests made through the Inspection Service, but only after the Inspection Service has confirmed that the information is needed in the course of a criminal investigation. (All other requests from law enforcement agencies should be submitted in writing to the postmaster as in paragraph (d)(5)(i) of this section.)

(6) *Jury service.* The mailing address of any customer sought in connection with jury service, if known, will be furnished without charge upon prior written request to a court official, such as a judge, court clerk or jury commissioner.

(7) *Address verification.* The address of a postal customer will be verified at the request of a Federal, State, or local government agency upon written certification that the information is required for the performance of the agency's duties. "Verification" means advising such an agency whether or not its address for a postal customer is one at which mail for that customer is currently being delivered. "Verification" neither means nor implies knowledge on the part of the Postal Service as to the actual residence of the customer or as to the actual receipt by the customer of mail delivered to that address. The Postal Service requires government agencies to use the format appearing at the end of this section when requesting the verification of a customer's current address or a customer's new mailing address. If the request lacks any of the required information or a proper signature, the postmaster will return the request to the agency, specifying the deficiency in the space marked "OTHER".

(8) *Business/Residence location.* If the location of a residence or a place of business is known to a Postal Service employee, whether as a result of official duties or otherwise, the employee may, but need not, disclose the location or give directions to it. No fee is charged for such information.

(9) *Private mailbox information.* Information from PS Form 1583, *Application for Delivery of Mail Through Agent*, will be provided as follows:

(i) Except as provided in paragraph (d)(9)(iii) of this section, information from PS Form 1583 will be provided only in the circumstance stated in paragraph (d)(5)(iii) of this section.

(ii) To the public only for the purpose of identifying a particular address as an address of an agent to whom mail is delivered on behalf of other persons. No other information, including, but not limited to, the identities of persons on whose behalf agents receive mail, may be disclosed to the public from PS Form 1583.

(iii) Information concerning an individual who has filed a protective court order with the postmaster will not be disclosed except pursuant to the order of a court of competent jurisdiction.

(e) *Information not available for public disclosure.*

(1) The Postal Service and its officers and employees shall not make available to the public by any means or for any purpose any mailing list or other list of names and addresses (past or present) of postal patrons or other persons in response to a request under this part except that, upon a request in accordance with the procedures of § 265.3, the Postal Service will, to the extent required by law, provide a listing of postal employees working at a particular postal facility.

(2) Records or other documents which are classified or otherwise specifically authorized by Executive Order 12356 and implementing regulations to be kept secret in the interest of the national defense or foreign policy are not subject to disclosure pursuant to this part.

(3) Records consisting of trade secrets or confidential financial data, the disclosure of which is prohibited by 18 U.S.C. 1905, are not subject to disclosure pursuant to this part.

(4) Other records, the disclosure of which is prohibited by statute, are not subject to disclosure pursuant to this part.

(f) *Protection of the right of privacy.* If any record required or permitted by this part to be disclosed contains the name of, or other identifying details concerning, any person, including an employee of the Postal Service, the disclosure of which would constitute a clearly unwarranted invasion of personal privacy, the name or other identifying details shall be deleted before the record is disclosed and the requester so informed.

(g) *Disclosure in part of otherwise exempt record.* Any reasonably segregable portion of a record shall be provided after deleting the information which is neither subject to mandatory disclosure nor available as a matter of discretion.

DOUG A. TULINO
VICE PRESIDENT, LABOR RELATIONS



July 27, 2017

RECEIVED

JUL 31 2017

Per _____

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

Dear Mr. Wagner:

This is in response to your correspondence to David E. Williams, Jr., Chief Operating Officer and Executive Vice President regarding a modification to the calculation of the National Performance Assessment (NPA) Unit-Indicator, *Retail Revenue % Plan* for fiscal year (FY) 2016.

The Postal Service determined that a component of PC Postage revenue, which was included among the Retail Revenue calculation, was more appropriate a representation of Commercial Revenue. Therefore, plan and actual revenue for that component of PC Postage was shifted to Commercial Revenue in March 2016. PC Postage revenue generated by Approved Shippers remained a component of the Retail Revenue calculation. This was communicated to Area and District Marketing Managers in March 2016.

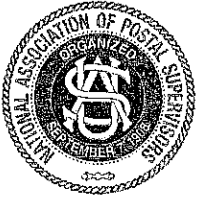
Contributions by EAS employees towards PC Postage are still reflected in a unit's NPA Composite Performance Summary Score and an individual's Pay-for-Performance (PFP) rating.

Therefore, the Postal Service believes that our decision to shift this type of revenue to Commercial Revenue was appropriate and we do not intend to make any changes to the FY2016 PFP ratings for individuals assigned the NPA Unit-Indicator, *Retail Revenue % Plan* among their Scorecard.

Sincerely,

A handwritten signature in black ink that appears to read "Doug A. Tulino".

Doug A. Tulino



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters
1727 KING STREET, SUITE 400
ALEXANDRIA, VA 22314-2753
Phone (703) 838-9660

April 25, 2017

Mr. Dave Williams
Chief Operating Officer and Executive VP
United States Postal Service
475 L'Enfant Plaza SW Room 10144
Washington DC 20260-0061

**RE: Appeal of Kelly Sigmon Decision: FY16 NPA Unit Indicator Retail Revenue –PC
Postage & Commercial Revenue**

Dear Dave:

Attached, please find a copy of a letter to Ms. Kelly Sigmon, Vice President, Retail and Customer Service Operations, regarding her final decision regarding properly compensating EAS for a mid-year FY2016 NPA Retail Revenue unit indicator change. Our letter to Ms. Sigmon explains NAPS' position on this issue.

NAPS is requesting that you overturn Ms. Sigmon's decision as it is the right thing to do. The EAS in question were negatively impacted by the Postal Service's unilateral decision to change a FY2016 NPA goal mid-year and outside the consultative process. The financial cost to pay those respectively impacted EAS their rightful FY2016 NPA is truly inconsequential. What is not insignificant is the potential loss of employee good will, engagement, continuous improvement and trust they currently have towards the Postal Service to do the right thing.

Therefore, NAPS is again requesting that those EAS who were negatively impacted by the Postal Service's unilateral decision to change the FY2016 Retail Revenue NPA unit indicator receive the FY2016 NPA payout had the USPS not made the respective change. Furthermore, NAPS requests that those who benefited from the same unilateral change keep their FY 2016 NPA payout as a cost of doing business. I look forward to your response.

Sincerely,

Brian J. Wagner
National President

Cc: Kelly Sigmon, Vice President, Retail and Customer Service Operations
Doug Tulino, Vice President Labor Relations



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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

April 25, 2017

Ms. Kelly Sigmon
Vice President, Retail and Customer Service Operations
United States Postal Service
475 L'Enfant Plaza SW Room 7015
Washington DC 20260-0004

RE: FY2016 NPA Retail Revenue Unit Indicator – PC Postage & Commercial Revenue

Dear Kelly:

On Wednesday, April 12, 2017 my office received a phone call from Bruce Nicholson, Labor Relations Policy Administration, regarding your final decision related to the FY2016 NPA Retail Revenue unit indicator on PC Postage and Commercial Revenue. Specifically, your decision was not to change the FY2016 NPA rating of those EAS who were negatively impacted by the Postal Services unilateral decision to change the respective NPA indicator without first consulting with NAPS in accordance with Title 39. NAPS is not in agreement with your final decision.

The Postal Service's mid-year decision to change the FY2016 Retail Revenue NPA unit indicator without proper consultation tarnishes the integrity of the USPS Pay-for-Performance (PFP) program. Though some EAS employees benefited from the Postal Service's change, others were negatively impacted. To take the position that more benefited from this NPA mid-year change does not change the fact that some EAS had their FY2016 NPA payouts reduced at the expense of others. This business decision is not acceptable to NAPS.

NAPS had suggested during an "after the fact" consultative meeting on this issue that the Postal Service wait until the end of FY2016 and change this respective NPA goal for FY 2017. NAPS had no issue with allowing the FY2016 NPA retail revenue results to fall where they may regarding member NPA payouts if the goal was left unchanged. However, the decision to change this NPA goal mid-year thus reducing some EAS NPA payouts does not help engage EAS to strive for continuous improvement if they know such improvement can be modified away.

Therefore, I will be contacting Dave Williams, USPS COO, to appeal your decision. NAPS will request those who were negatively impacted by the Postal Service's unilateral decision to change the FY2016 Retail Revenue NPA indicator receive the NPA payout had the USPS not made the respective change in April 2016. Furthermore, NAPS will request that those who benefited from the unilateral change keep their NPA payout as a cost of doing business.

Best regards,

Brian J. Wagner
National President

Cc: Dave Williams, USPS COO
Doug Tulino, Vice President Labor Relations
Bruce Nicholson, Labor Relations and Policy Administration

RECEIVED

JUL 31 2017

LABOR RELATIONS



Per _____

July 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 1970 0000 3442 6354

Dear Brian:

As a matter of general interest, the Postal Service plans to revise Handbook F-101, *Field Accounting Procedures*, by adding subchapter 7-5, *Gift Cards*.

The purpose of the revision is to incorporate information related to the handling of gift cards in retail units.

Enclosed is a final draft copy of the revised Handbook F-101, *Field Accounting Procedures*, subchapter 7-5, *Gift Cards*.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean", with a long horizontal line extending to the right.

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure

bcc: Mr. Tulino
Mr. Dean
Mr. Nicholson
Mr. Devine
Ms. Dejo-Nicholson
Ms. Perron
Mr. Mlakar
Mr. Moore
Mr. Alexandrovich
Mr. Hsu
Mr. Lloyd
Mr. LeFevre
Ms. Richardson (CA2017-369)
Ms. Reeder
Ms. Mealy
Ms. Christina Lewis

File: F-101 Revision, Chapter 7-5, Gift Cards - Notice to APWU and Mgmt Assocs

Z:\Wadchqsxf19\shr_HQ_HQ_CHRO\Labor Relations\APWU Administration\Staff
Folders\Richardson\General Interest\R-101, Chapter 7 – Gift Cards\F-101 Revision, Chapter
7-5, Gift Cards - Notice to APWU and Mgmt Assocs

(CA2017-369)

Handbook F-101, *Field Accounting Procedures*

* * * * *

7 Retail Services

* * * * *

[Add new subchapter 7-5 to read as follows:]

7-5 Gift Cards

7-5.1 Overview

Gift cards are currently sold at participating postal units. Once sold, gift cards are accepted at select merchants that accept credit cards, with the exception of cruise lines, casinos, and ATMs, or in recurring billing situations (such as for utilities and subscriptions). Customers can redeem retailer gift cards at merchant locations.

7-5.2 Fixed and Variable Amounts

Gift cards are available in two formats:

- **Fixed Amount.** Available as noted on packaging.
- **Variable Amount.** Available in amounts as noted on packaging, in \$1.00 increments.

The price for American Express, Visa, and MasterCard gift cards includes the face value of the card plus a one-time purchase charge. The price for retailer gift cards is the face value of the card.

These rules also apply:

- Gift card funds do not expire.
- There are no monthly fees.
- Customers may buy up to \$500 in gift cards per day.
- Funds on the card are available for use 4 hours after purchase.
- Once a gift card is activated, it cannot be voided or returned.

7-5.3 Sales and Activation

Sales and services associates (SSAs) sell and activate gift cards at the retail counter. Customers can purchase gift cards using cash, PIN debit cards, postal money orders, and travelers' checks. SSAs must complete the following steps to sell and activate gift cards:

1. Scan the serial number barcode on the gift card package.
2. Collect payment. Customers may use cash, PIN debit cards, postal money orders, and travelers' checks to purchase gift cards. The Retail Systems Software (RSS) will restrict any gift card purchases made by credit card.
3. Verify that RSS has activated the gift card. RSS automatically activates the card during the sales transaction. Do not give the gift card to the customer until you verify that activation has occurred. Once a gift card is successfully activated, it cannot be returned for a credit or refund.

Note: Only accept debit cards that scan on the RSS equipment. Do **not** accept debit cards that you must manually enter into RSS.

7-5.4 Activation Verification Checklist

To verify gift card activation, the SSA must:

1. Check for the blue confirmation message displayed for each successfully activated card;
2. Check that a gift card (gift) receipt prints for each activated card in addition to the customer visit receipt; and
3. Check that the word "Activated" appears under the serial number for each activated gift card on all the receipts.

Note: If all three conditions do not occur, the SSA must follow the process outlined in section 7-5.6, Inventory Destruction.

7-5.5 Activation Errors

If an activation error occurs, the SSA must not give the gift card to the customer. To determine if an activation error occurred, the SSA must:

1. Look for an error message after the payment is processed and the individual gift card (gift) receipt does not print.
2. Determine that the individual gift card (gift) receipts printed for each gift card activated in addition to the regular customer visit receipt.
3. Check the regular customer visit receipt for the words "Not Activated" or "Declined" under the serial number for any of the gift cards purchased.

Note: If an activation error occurs after payment, there will be a prompt to issue a customer refund. If any of these three conditions occur, the SSA must follow the process outlined in section 7-5.6, Inventory Destruction.

7-5.6 Inventory Destruction

When a gift card is damaged or activated but not sold, the Postal Retail Unit (PRU) must complete a Gift Card Inventory Destruction form (see sample form) and mail all the damaged gift cards to:

Eagan IT/ASC
2825 Lone Oak Pkwy
Eagan, MN 55121-9671

The PRU must mail the gift cards using Priority Mail® with tracking.

USPS Gift Card Inventory Destruction Form

The Postal Retail Unit (PRU) must complete this form for all gift cards that are damaged or activated but not sold. The completed form and gift card(s) must be mailed to the Egan Accounting Service Center (ASC).

Location Information (All fields MUST be completed)

Unit Name _____

10 Digit Unit Finance # (UFN) _____

Address _____

City _____ State _____ ZIP+4 _____

Telephone _____

Complete the table below listing the Gift Card Description, Serial Number and Amount. (First line is an example)

A=Activated Not Sold D=Damaged Card		Gift Card Description	Serial Number <i>Located under barcode on back of package</i>	Amount
A	D			
X		Gift Card Type (Amazon, AMC, etc.)	076750M0956006452619493999999	\$25

Both the preparer and the witness must sign and date below. Send the original form and the gift card(s) to the address below using Priority Mail[®]. Retain copy on file locally with the Unit 1412 business.

Egan IT/ASC
Attn: Account Reconciliation Branch
2825 Lone Oak Parkway
Egan, MN 56121-9671

Preparer: _____

Witness: _____

Signature _____

Signature _____

Name _____

Name _____

Date _____

Date _____

Revenue and Field Accounting
February 2017

7-5.7 Eagan Account Reconciliation Branch

For the returned damaged gift cards, the Eagan Account Reconciliation Branch (ARB) will do the following:

- Destroy all gift cards for which the Postal Service will provide no refund assistance.
- Destroy all gift cards for retailers who do not require the gift cards in hand to process the refund.
- Forward gift cards to the gift card vendor for handling if the retailer requires the gift cards in hand to process the refund.

DRAFT

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JUL 07 2017



Per _____

July 03, 2017

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

Certified Mail Tracking Number:
70133020000236173712

Dear Brian:

As a matter of general interest, the Postal Service intends to conduct a 30-minute operational webinar with Lead Sales & Service Associates (LSSAs) and Supervisors.

The webinar is titled, "Lead SSA & Supervisor Roles & Responsibilities", and will focus on the roles and responsibilities of LSSAs and Supervisors in order to improve the customer experience and performance of the office. The webinar is scheduled to be offered several times between July 11 and July 14.

Enclosed is the following information:

- PowerPoint presentation that will be used for the webinar
- Lead SSA Desk Top Guide
- Work Instructions for; Lobby Assistant, Customer Service Supervisor (CSS), LSSA, and Lead SSA/CSS Dual Responsibilities
- Function 4 Clerk Planning/Compliance Worksheet

It is anticipated that additional operational webinars will be conducted in the future to provide more in depth and up to date information on important retail programs such as the Function 4 Planning Compliance/Worksheet and Retail Technology.

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

Sincerely,



Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

Lead SSA & Supervisor Roles & Responsibilities Webinar

July 11-14, 2017

AGENDA

- Roles and Responsibilities Overview
- Standard Work
 - Customer Service Supervisor
 - Lead Sales Services Associate
 - Dual Duties for LSSA and Supervisor
 - Lobby Assistant
- Creating a Customer Centric Environment
- Certification



As part of its 2020 vision, Retail is currently implementing its plan to Deliver a Superior Lobby Experience to drive customer and business value

An Integrated, Efficient Retail Network provides:

Efficient Service Delivery	Access that Matches Customer Needs	Expanded Product and Service Offerings	Positive In-Store Experience	Cross-Channel Integration
<ul style="list-style-type: none"> Integrate staffing and scheduling processes Measuring Retail efficiency 	<ul style="list-style-type: none"> Operating hours tailored to the local market Flexibility to choose between Full-Service / Express store formats 	<ul style="list-style-type: none"> Additional access to public products / services at convenient, centralized locations 	<ul style="list-style-type: none"> Inviting lobby spaces Intuitive lobby flows Effective, courteous customer service 	<ul style="list-style-type: none"> In-person and digital service alternatives Simple transactions accelerated by in-store and mobile technology

The Retail 2020 Vision is met by the following Strategic Imperatives:



1. Drive Retail Customer Service Operations Efficiencies



2. Enable a Flexible Retail Network Structure



3. Grow Retail Revenue



4. Deliver a Superior Lobby Experience

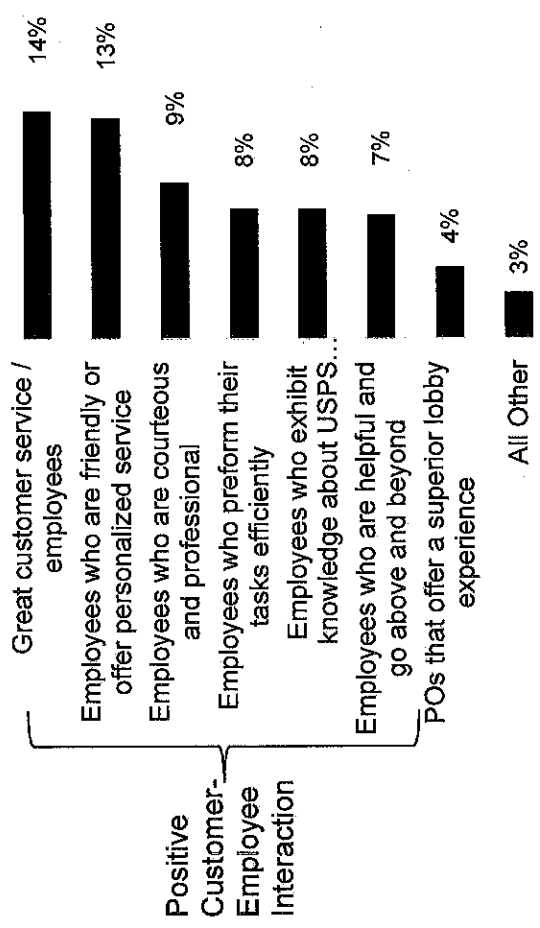


5. Create an omnichannel assist

USPS data indicates that Retail employees are critical in driving positive and negative customer experiences in the Post Office

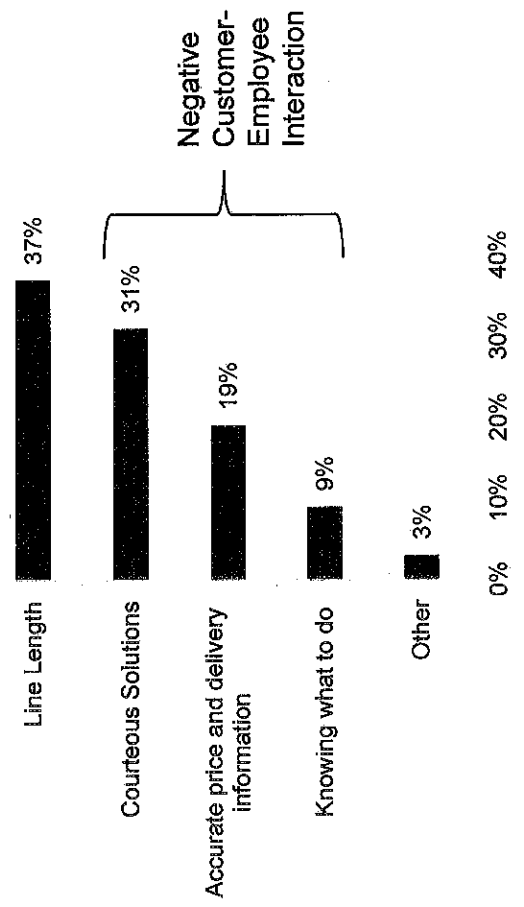
Positive POS Survey Drivers

59% of POS survey comments indicate employees are a driving factor in positive customer experience



Negative POS Survey Drivers

Nearly 59% of negative customer experience is tied to employee interactions:



Analysis is based on review of 200 randomly selected POS responses categorized by very or mostly satisfied experiences and 200 randomly selected POS responses categorized by very or mostly dissatisfied experiences. Percentages are calculated by summing the total number of feedback category identified (there may be multiple feedback categories identified in any given comment), and dividing the count for feedback category by the overall count. Compare to Moments of Truth study in appendix. Excludes All other category which includes comments around hours of operation, pricing, package quality upon delivery and makes up 12% of negative POS Survey comments
 *Around 33% of analyzed responses provided non-descriptive answers (e.g. no change needed)

Two Kaizens were conducted that focused on duties and roles that have a direct impact on customer experience performance metrics

- **LSSA**
- **Supervisor**

The goals and objectives were to develop guidelines and standard work for the management of Retail Operations



**UNITED STATES
POSTAL SERVICE®**

I. BACKGROUND

The Retail Operations in post offices/stations are inconsistently managed and do not utilize the LSSA or Lobby Assistant in the manner they are designed or intended. A nationwide guideline/standard work needs to be developed to standardize the management of the Retail Operation.

II. SAFETY FIRST

Safety – Daily GEMBA walk, workstation standardization and housekeeping checklist

III. PROBLEM STATEMENT

There are discrepancies between what is expected from a LSSA and the duties being performed. This lack of alignment has impacted the current customer service metrics.

IV. CURRENT CONDITIONS

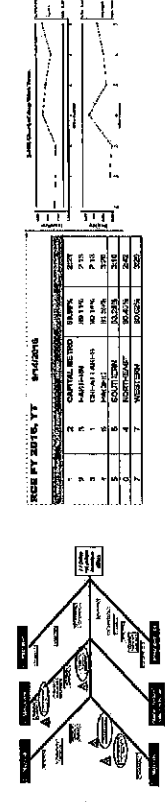
- The current training does not fully utilize the roles, responsibilities and duties, operating guidelines, and associated customer performance metrics of LSSA performed tasks
- There is currently no standard work to define tasks and actions to be performed by LSSA.
- Current visual aids do not reflect the who, what, and how customer performance metrics are impacted by our employees and operations in the USPS retail environment

V. S.M.A.R.T. GOALS AND TARGETS

1. Develop a supplemental training to educate LSSAs and Supervisors on LSSA roles/responsibilities, standard work, Customer Service Performance metrics and their relationships
2. Create standard work to assist LSSA in performing duties and responsibilities in order to reach and sustain customer performance Goals
3. Review and revisit current Retail Lean Huddle Board to implement a visual guide to show association and roll up of roles, metrics and goals as unit.

VI. ANALYSIS

Each Area presented a LSSA Kaizen that focused on LSSA duties and roles that have a direct impact on performance metrics.



VII. IMPROVE

VIII. RESULTS + SUSTAIN

IX. NEXT STEPS

ACTION	RESPONSIBLE	DUE DATE	STATUS
Develop National Standard work for LSSA	National LSSA Kaizen Team	9/15/2016	Completed
Create a 4 Hour Training for LSSA and Supervisors	National LSSA Kaizen Team	On Hold	On Hold
Redesign Retail Dashboard to associated role and metrics	National LSSA Kaizen Team	Ongoing	Completed
Create Webinar (1hr) to prepare LSSA and Supervisor for peak	National LSSA Kaizen Team	9/15/16	Completed
Quarterly Retail Webinars	Operations Retail	06/30/2017 09/30/2017	On Hold

Work Instruction – Customer Service Supervisor

1. Daily custodial oversight

2. F4 Pre – Planning Worksheet

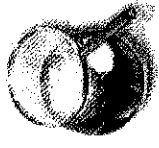
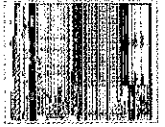


3. Customer Interviews

4. POS Survey Tear Pads

5. Support SSA's on the Window

Work Instruction: Customer Service Supervisor










Important Steps	Key Points	Reasons for Key Points
 <p>1. Daily Custodial Oversight</p>	<ul style="list-style-type: none"> Consider daily deposit walk. Attach to the end of the morning walk. Review the SSAs Organization Guide & Package and Face Pick-up and PC Bin Delivery Schedule. Check for missing items. Trash and recycling issues need to be addressed with custodian vendor. Check Trash Cans. Check Floor Mats. Check window mat & back for cleanliness and maintenance. Check light fixtures. Check breakroom and restrooms. Assign daily front and back office duties to SSA's for their business day. 	<ul style="list-style-type: none"> All violations have to be clean and standardized. Employees must be provided with a safe and clean work environment. Obtain a picture of employees and customers.
 <p>2. Check Planning/Compliance Worksheet</p>	<ul style="list-style-type: none"> Review schedule FACE to FACE with staff for next business day. Do not schedule Lunch or Break during peak periods. Adjust schedules & breaks during day as needed. Review SSAs, CSAs, VAP, FACS, and other assignments/updates. Ensure that the SSA's are reviewing the SSAs Perfect Transaction. 	<ul style="list-style-type: none"> It ensures proper staffing during the peak periods. Employees are aware of their assigned duties and responsibilities. Employees are aware of their position on the team for the next business day. Creates an effective vs. ineffective shift. Reduces WTL. Increases customer service. Ensures that the SSA's are reviewing the SSAs Perfect Transaction. Ensures that the SSA's are reviewing the SSAs Perfect Transaction.
 <p>3. POS Survey</p>	<ul style="list-style-type: none"> Check supply of tear pads. Coach SSAs to have POS Survey slip to each customer with a receipt and ask the customer to take a minute to complete the survey. Start POS survey between weekly. 	<ul style="list-style-type: none"> Support the SSAs to promote the POS Survey. Good feedback to the SSAs on how they received their customers.
 <p>4. Support SSAs on the Window</p>	<ul style="list-style-type: none"> Respond to Retail Window's request for assistance promptly. Answer phone on time. Schedule and assist with Lobby Refresh. Support the SSA's to have POS Survey slip to each customer with a receipt and ask the customer to take a minute to complete the survey. Ensure that the SSA's are reviewing the SSAs Perfect Transaction. Engage employees and promote team work. 	<ul style="list-style-type: none"> Reduces WTL. Keeps SSAs focus on Customer Service. Increases operational efficiency. Increases customer service. Provides quick insight into what each SSA is seeing.

Work Instruction – Lead Sales Service Associate (LSSA)



Work Instruction: Lead Service & Sales Associate (LSSA)

1. Maximize Lobby Assistance
2. Ensure SSA's are present at the retail counter
3. Ensure SSA's adhere to lunch/break schedules and adjust based on customer demand
4. Ensure effective package pick up process is adhered to
5. Train and coach SSA's to better manage customer complaints


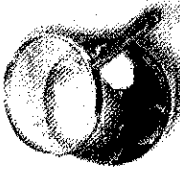
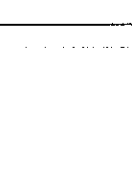


Important Steps	Key Points	Why
 1. Complete Pre-Open Tasks	<ul style="list-style-type: none"> Check e-mail Fill & Post reports to update Justice Board & LSC, SERS, TRS, CSIR, SCS/SSK Verify all items are in system Verify Mailbox/Sort tasks Verify KAS meeting with current date 	<ul style="list-style-type: none"> Engage Lead SSA's in customer assistance Provide communication and review of vital data Business employees engagement
 2. Sobak Walk	<ul style="list-style-type: none"> Conduct Daily Sobak Walk (Walk as your customer walk with reference to US Retail Shopper Experience Guide & Package Services Guide for Business) Review Mailbox/Sort tasks Train and coaching teams need to be consistent Check POC & conditions Check Trash Cans Check Post Boxes Check lobby Check lobby mail & look for shortcuts and abnormalities Check light fixtures Check restrooms and restrooms 	<ul style="list-style-type: none"> All workstations have to be clean and standardized with tasks and clear work environment It creates a positive atmosphere for employees and customers
 3. Employee Consistent	<ul style="list-style-type: none"> Reinforce SSAs customer basics and include based on the associate employee commitment and peak periods Communicate staffing consistent with SSAs Ensure consistent appearance and any emergency or late arrivals associated to the schedule Monitor customer flow & maintain adequate service during peak times 	<ul style="list-style-type: none"> Ensures consistent handling of the retail associate
 4. Effective Lobby Assistance	<ul style="list-style-type: none"> Check SSK or training device Check SSK is fully stocked and operational Check guests to fully engaged, orientational, and accurate with signage Ensure appropriate displays for products and services Ensure effective Lobby Assistance coverage/areas of 	<ul style="list-style-type: none"> Increases positive customer experience Ensures the Customer's needs are met and increases customer satisfaction
 5. Ensure customer package pick up is adhered to	<ul style="list-style-type: none"> Communicate amount package pick up SSK to SSA Ensure Lead SSA Supervise work of staffing and advice packages 	<ul style="list-style-type: none"> Facilitates every level of customer package Business WFL Ensures every level of customer operations
 6. Train and coach SSA's to better manage customer complaints	<ul style="list-style-type: none"> Maintain a working knowledge of regulations, policy and procedures Provide personal package to SSA's Research, investigate and address each case as appropriate 	<ul style="list-style-type: none"> Notifies customer on SSA's availability Ensures customer experience Provides a customer service friendly image
 7. End of Day Tasks	<ul style="list-style-type: none"> Review SSK and process according to SSN SSK Ensure BR/MS/BSU end of day completion Ensure proper package Due the stated Check Mailbox/Sort Tasks Evaluate case resolve Verify accounts Review 1512 Ensure duty stations completed Review SSK, SSK, MS/BSU 	<ul style="list-style-type: none"> Closes out the day at business Ensures compliance to Handbook and standards

Work Instruction – Dual Duties – CSS & LSSA Duties

1. Ensure customers receive quick and courteous service
2. Conduct Daily Retail Huddles and Stand Up Talks
3. Daily SSRD Review
4. Share POS survey and RCE results
5. Conduct daily safety reviews

Work Instruction: Lead SSA/CSS Dual Responsibilities







	<p>1. Complete Pre-Open Tasks</p>	<ul style="list-style-type: none"> Check e-mails Pull & Post reports to update huddle board & LOG: SSRD, TACS, CSAM, nPO SSSK Use a, POS Scores and Verbatim Validate Kamishibai Board tasks Verify RSS opening with current date 	<ul style="list-style-type: none"> Engage Lead SSAs to deliver a positive RCE customer experience Provide communication and review hybrid data Ensure employee engagement
	<p>2. Stand Up Walk</p>	<ul style="list-style-type: none"> Conduct Daily Gemba Walk Walk as your customers walk with reference to SS Visual Workplace Organization Guide & Package and Flats pickup and PO Box Delivery Standardization Guide Extend to: <ul style="list-style-type: none"> Trash and landscaping issues need to be addressed with custodian Check flag's condition Intent to message Check Trash Cans Check Floor Mats Check lobby Check window front & back for cleanliness and standardization Check light fixtures Check break room and restrooms 	<ul style="list-style-type: none"> All work assignments have to be clean and standardized Employees must be provided with a safe and clean work environment It creates a positive atmosphere for employees and customers
	<p>3. Employee Complement</p>	<ul style="list-style-type: none"> Review/Adjust SSAs scheduled breaks and lunches based on the available employee complement and peak periods Communicate seating schedule with SSAs Conduct training when huddles to address any emergency or 15-minute deviations to the schedule Monitor customer flow & maintain adequate wait overlooking during peak times 	<ul style="list-style-type: none"> Ensures optimal window coverage of the Retail window
	<p>4. Effective Lobby Assistance</p>	<ul style="list-style-type: none"> Check SSK for skimming devices Check SSK is fully stocked and operational Check nPO is fully charged, operational, and stocked with stamps Check EP-Sig-Sig displays for products and supplies Ensure effective Lobby Assistance coverage/hand off 	<ul style="list-style-type: none"> Increases positive customer experience Ensures the Customer's needs are addressed and increases customer satisfaction
	<p>5. Ensure effective package pickup is adhered to</p>	<ul style="list-style-type: none"> Communicate proper package pickup SOP to SSAs Follow Lean Six-Sigma standard work of storing left in office packages 	<ul style="list-style-type: none"> Facilitates easy retrieval of customer packages Reduces WTL Increases overall customer experience

Work Instruction – Lobby Assistant

Work Instruction: Lobby Assistant









1. Provide customers with a seamless retail experience
2. Maximize Retail Technology (mPOS/SSK)
3. Prepare customers for window transactions
4. Maintain a clean and pristine lobby
5. Educate customers on shipping and self service

Important Steps	Key Points	Why
<p>1. GREET & SMILE</p> 	<ul style="list-style-type: none"> Make eye contact and greet the customer pleasantly Make customer feel welcomed and appreciated Ask the customer how you can help them today 	<ul style="list-style-type: none"> Lobby Assistants should be located in the optimal location to help customers to maximize their shopping experience Make the customer feel welcomed and appreciated Make the customer feel welcomed The customer will know you are there to help them
<p>2. IDENTIFY</p> 	<ul style="list-style-type: none"> Ask for the customer's specific needs such as line availability, delivery confirmation, or insurance. Ask the HUBBLY question First order guaranteed service with Priority Mail Signature Confirmation Signature Confirmation includes tracking and insurance in Priority Mail - includes fee Signature Confirmation includes tracking and insurance in Priority Mail - includes fee Ensure the customer has proper items complete kit and parcels packed appropriately, preparing customers with transaction 	<ul style="list-style-type: none"> Interaction between LA and a customer will help determine the customer's needs Asking HUBBLY question will provide some public endorsement and establish reliability and security of the mail Ensure the customer is knowledgeable about the transaction which will increase their satisfaction
<p>3. EDUCATE</p> 	<ul style="list-style-type: none"> Offer additional insurance & Signature Confirmation Suggest products and services such as One-Flight Cards, Ready For Illinois, Stamp, Passport Services and PO Box rental Per BSM/POB file: Ask the customer if they will be paying by credit card or debit card with a Visa or MasterCard Ask the customer if they would like to use our automatic equipment Prepare customer for transaction, enter customer to the self-service equipment For POS eligible transaction, use mPOS printing up customer transaction and increasing their satisfaction Ensure the customer knows how to use any equipment, help them through the transaction Ensure the customer knows how to use any equipment, help them through the transaction Ensure the customer knows how to use any equipment, help them through the transaction 	<ul style="list-style-type: none"> Ensures the Customer's needs are addressed and satisfaction Ensures the line is appropriate and as needed to improve the overall customer experience Post-line experience with our automatic equipment to help ensure customer satisfaction Ensures the line is appropriate and as needed to improve the overall customer experience Post-line experience with our automatic equipment to help ensure customer satisfaction
<p>4. THANK</p> 	<ul style="list-style-type: none"> Perform Auxiliary Duties 	<ul style="list-style-type: none"> Provides an excellent customer experience

Desk Top Guide

1. Three areas of focus
2. Tools available quickly
3. Electronic version links imbedded for quick use
4. Reference information available

LEAD SSA Desk Top Guide

Important Steps	Key Points	Reasons for Key Points
 	<ul style="list-style-type: none"> • Verify opening of BSS • Check SSK & Pin Pad for Alerts/Warnings/Skimming Devices & Tampering • Business Reply Mail • Customer Inquiries • Receive Stamps from Unit Reserve • Stamp Drawer Stocked/Organized <ul style="list-style-type: none"> ◦ Submit requests for Stamps to Stock Custodian • Stock Lobby with Supplies <ul style="list-style-type: none"> ◦ BSS/Postage/EPSS, Labels/Forms • Sweep & Scan SSK Drop Items • Monthly Ready/Post/EPSS Audits • SS(SS Plus Safety) 	<p>Serve customers timely and efficiently</p>
 	<ul style="list-style-type: none"> • Station Walk-through (SEMBA) • Daily Planning - Breaks/Lunches • Daily Huddle - Run/Post • #PostalProut Service Talks • Review Result Objectives <ul style="list-style-type: none"> - Postal Bulletin - Safety Talks - F4 Tool (SSRD) - Post Huddle Board • Test Buzzes/Notification System • Blank Run/Change to SSS • TACS as needed • Daily WebBATS • Perform Quarterly Unit Reserve & Retail Floor Stock Counts • Secure Stamp Stock, notCS, etc. 	<p>Daily tasks required for operational concerns</p>
 	<ul style="list-style-type: none"> • CSAMV • ECCE • Review 1412 • Dispatch Verifications/Clearance • Prepare Registered Mail • Collection Mail/CPMS • Scan Pre-Paid Postages & Sort for Dispatch 	<p>Communication and review of vital data</p>

JCT-WD1
JCT-WD2
JCT-WD3
JCT-WD4

Next Steps...

“Creating a Customer Centric Environment”

1. F4 Pre-Planning Worksheet – National Rollout Daily planning tool for Postmasters and EAS.
 - Tested in Los Angeles and Miami - Each location saw significant improvement
2. Tear Pads in Retail – Message promotes POS Survey;
 - Tested in Miami - Saw significant improvement for Response rate
3. Customer Interviews and POS Survey verbatim Communication
 - Tested in GLA; key elements from Central PA - Saw significant improvement at Vital Few Offices
4. LSSA Toolkit – LSSA training completion



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Slide 12

- JCT-WD1** Part 1: F4 Pre-Planning Worksheet (June 30)
Jennings, Carmen T - Washington, DC, 6/15/2017
- JCT-WD2** Part 2: Customer Interviews (June 30)
Jennings, Carmen T - Washington, DC, 6/15/2017
- JCT-WD3** Part 3: Tear Pads (
Jennings, Carmen T - Washington, DC, 6/15/2017
- JCT-WD4** Part
Jennings, Carmen T - Washington, DC, 6/15/2017

2. Tear Pads in Retail – PROMOTE POS Survey

DID WE DELIVER?
LET US KNOW HOW WE DID TODAY.

Provide your feedback by:


SCAN
QR CODE

OR

ONLINE
POSTAL EXPERIENCE
COMPASS

OR

CALL
1-800-410-7420

 **UNITED STATES
POSTAL SERVICE**

Save your receipt to participate.


Thank you for your business

BY THE REGISTERED MAIL™
CLASS 51

All sales, flight, or items that
belong to your business are
Thank you for your business

HELP US HAVE A BETTER
SELL US ABOUT YOUR BEST
POSTAL EXPERIENCE

Go to:
<https://postalexperience.com>
or scan this code with your
smartphone



or call 1-800-410-7420
YOUR OPINION COUNTS

Customer Care

3. Customer Interviews and POS Survey verbatim Communication

5 exit surveys per week

Post Office submit to POOM

POOM to District Marketing

District Marketing to Area Marketing

UNITED STATES POSTAL SERVICE United States Postal Service			
Retail Customer - Exit Survey			
Office Name	Zip Code	Postmaster/Manager Name	
Postmaster or Manager will randomly observe and conduct exit polls on 8 customers per week asking each customer about their retail service experience.	Customer #1 Date and Time	Customer #2 Date and Time	Customer #3 Date and Time
1. Were you greeted upon entering the Retail Lobby?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Were you thanked for doing business with the USPS?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Were you personally asked to take a survey on your retail experience?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. What was your overall Satisfaction with the customer service experience?	<input type="checkbox"/> Positive <input type="checkbox"/> Neutral <input type="checkbox"/> Negative	<input type="checkbox"/> Positive <input type="checkbox"/> Neutral <input type="checkbox"/> Negative	<input type="checkbox"/> Positive <input type="checkbox"/> Neutral <input type="checkbox"/> Negative
5. (Cust #1) What was the one thing that made this a good experience today?			
5a. (Cust #2) What was the one thing that made this a good experience today?			
5b. (Cust #3) What was the one thing that made this a good experience today?			
5c. (Cust #4) What was the one thing that made this a good experience today?			
6. (Cust #1) What could we have done differently to make your experience better?			
6a. (Cust #2) What could we have done differently to make your experience better?			
6b. (Cust #3) What could we have done differently to make your experience better?			
6c. (Cust #4) What could we have done differently to make your experience better?			
Management Comments - Address all "no" and "negative" responses with Employee(s)			
Employee Comments			
Postmaster/Manager Signature and Date (Cannot be Delegated)			
Last date POS Survey data was verbally communicated with employees and posted on Huddle Board?			
Print: Postmaster/Manager Name:			
Postmaster/Manager Signature:			
Date:			

EXPECTATIONS: Postmasters/Managers will conduct two Retail Customer Exit Surveys per week for a total of 8 observations/exit surveys per week. After the Survey is completed, the P/Mgr will discuss and/or commend the Retail Associates regarding customer comments. The Retail Customer Exit Surveys must be signed by Postmaster/Manager that same day. The Customer Exit Surveys are to be kept on file at your location for one year. District Retail will be calling random offices to send the Customer Exit Surveys from the previous week to District via email or fax that office will then have 10 minutes to submit the signed forms. Offices not able to produce the signed Customer Exit Surveys in this exercise will be directed to their POC with non-compliance notification to the District Manager.

4. LSSA Training

Lead Sales and Services Associate Training Process Flowchart

<p>Pre-classroom</p> <p>eLearning (5 hours)</p> <p>LSSA: Enhancing the Leadership Role #10022304 Directives #10021001 Advancing the Retail Customer Experience #10022086 Performing Lobby Assistance #10022087 POS Back Office Administration #4120165</p>	<p>Classroom Training (16 hours)</p> <p>Course #10023330</p> <p>Module 1: LSSA Roles & Responsibilities Module 2: Leadership Module 3: Communications Module 4: Unit Operations Module 5: Daily Unit Financial Report Module 6: Customer Service and Revenue Generation Structured Scenarios and Interaction</p>	<p>OJT</p> <p>(16 hours)</p> <p>Course #10023302</p> <ul style="list-style-type: none"> • At bid office or designated retail training site • Most training completed with customer at retail counter • One-on-one with OJT Instructor • Existing LSSA's are not required to attend OJT
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

***TACS Training**

**Note: TACS training for LSSAs is required when making entries to correct time and attendance records and retaining required supporting documents. TACS entries to time and attendance records will be approved by supervisors.*

Deployment Plan – Operational/Training Webinars

May 23-25, 2017 – F4 Planning Compliance/Worksheet – vital offices

- Implementation and certification by **June 30, 2017**

July 11-July 14 – LSSA & EAS Roles/Responsibilities

- Implementation and certification by **August 30, 2017**

July 25-August 1 – F4 Planning Compliance/Worksheet

- Implementation and certification by **September 30, 2017**

August 2-9 – Retail Technology

- Implementation and certification by **September 30, 2017**

Deployment Plan – LSSA Training Completion

Each District LDD confirm a certified classroom trainer for LSSA

- Due **July 31, 2017**

Each LSSA complete 5 hours eLearning

- Due **September 30, 2017**

Each LSSA complete classroom training

- Due **November 1, 2017**



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Certification

Certification Survey will ask the following questions:

District

Facility

Name

ACE ID

Are you the Manager of this facility? Y – N

Are you a Supervisor of this facility? Y – N


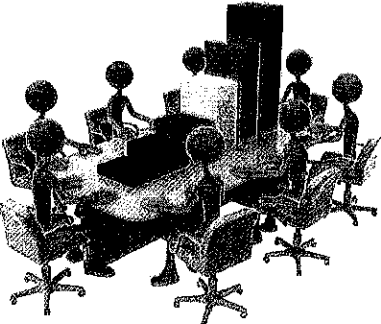
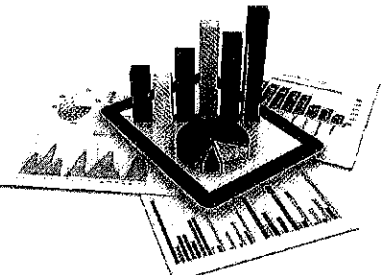
I hereby certify that I personally attended the 30 minute Roles & Responsibility webinar Y – N

Did your LSSA attend with you Y – N

LSSA & EAS Roles/Responsibilities

Thank you

LEAD SSA Desk Top Guide

Important Steps		Key Points	Reasons for Key Points
 <p>The graphic features the word 'CUSTOMER' in large, bold, distressed letters at the top. Below it, a hand is shown writing on a surface. To the left of the hand, the words 'CUSTOMER FEEDBACK', 'SUPPORT', 'INNOVATIVE', 'QUALITY', 'EXCELLENCE', and 'FRIENDLY' are arranged vertically in a column.</p>	<div data-bbox="488 468 683 573" style="background-color: black; color: white; padding: 5px; border-radius: 10px; display: inline-block;">Customer Impact</div>	<ul style="list-style-type: none"> • <u>Verify opening of RSS</u> • <u>Check SSK & Pin Pads for Alerts/Warnings/Skimming Devices & Tampering</u> • <u>Business Reply Mail</u> • Customer Inquiries • <u>Retrieve Stamps from Unit Reserve</u> • Stamp Drawer Stocked/Organized <ul style="list-style-type: none"> ○ Submit requests for Stamps to Stock Custodian • Stock Lobby with Supplies <ul style="list-style-type: none"> ○ ReadyPost/EPS, Labels/Forms • Sweep & Scan SSK Drop Items • <u>Monthly ReadyPost/EPS Audits</u> • <u>6S(5S Plus Safety)</u> 	<p>Serve customers timely and efficiently</p>
 <p>The graphic shows a group of stylized human figures sitting around a conference table in an office setting, engaged in a meeting.</p>	<div data-bbox="488 1056 683 1161" style="background-color: black; color: white; padding: 5px; border-radius: 10px; display: inline-block;">Office Impact</div>	<ul style="list-style-type: none"> • <u>Station Walk-through(GEMBA)</u> • Daily Planning – Breaks/Lunches • Daily Huddle- Run/Post <ul style="list-style-type: none"> - <u>#PostalProud Service Talks</u> - <u>Review Retail Digest</u> - <u>Postal Bulletin</u> - Safety Talks - <u>F4 Tool (SSRD)</u> - Post Huddle Board • Test Buzzer/Notification System • <u>Bank Run/Change to SSAs</u> • TACS as needed • <u>Daily WebBATS</u> • <u>Perform Quarterly Unit Reserve & Retail Floor Stock Counts</u> • Secure Stamp Stock, mPOS, etc. 	<p>Daily tasks required for operational concerns</p>
 <p>The graphic depicts a 3D bar chart with several bars of varying heights, overlaid on a grid pattern, representing data analysis or service metrics.</p>	<div data-bbox="488 1560 683 1665" style="background-color: black; color: white; padding: 5px; border-radius: 10px; display: inline-block;">Service Impact</div>	<ul style="list-style-type: none"> • <u>CSAW</u> • <u>RCE</u> • <u>Review 1412</u> • <u>Dispatch Validation/Clearance</u> • <u>Prepare Registered Mail</u> • <u>Collection Mail/CPMS</u> • <u>Scan Pre-Paid Packages & Sort for Dispatch</u> 	<p>Communication and review of vital data</p>


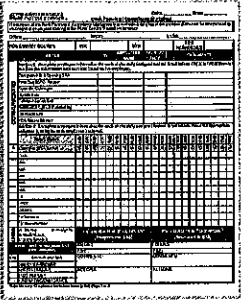


Work Instruction: Lobby Assistant



	Important Steps	Key Points	Why
	1. GREET & SMILE	<ul style="list-style-type: none"> Make eye contact and greet the customer pleasantly Use a good attitude Make customer feel welcomed and appreciated Ask the customer how you can help them today 	<ul style="list-style-type: none"> Lobby Assistant should be located in the optimal location to triage customers to segment the line The greeting starts a positive customers experience and makes the customers feel welcomed The customers will know you are there to help them
	2. INQUIRE	<ul style="list-style-type: none"> Ask for the customer's specific need such as time sensitivity, delivery confirmation, or insurance. Ask the HazMAT question First offer guaranteed service with Priority Mail Express (PME) – includes \$100 Insurance & Signature Confirmation If customer declines PME, offer value added service in Priority Mail – includes \$50 Insurance & Delivery Confirmation Ensure the customer has proper forms completed and parcels packed appropriately, preparing customers with transaction readiness 	<ul style="list-style-type: none"> Interaction between LA and a customer will help determine the customer's needs Asking Hazmat question will provide safe public environment and maintain reliability and security of the mail Ensures the customer is <i>transaction ready</i> which will reduce WTIL
	3. SUGGEST	<ul style="list-style-type: none"> Offer additional Insurance & Signature Confirmation Suggest products and services such as Greeting/Gift Cards, Ready Post items, Stamps, Passport Services and PO Box rental <p>For SSK/mPOS Site:</p> <ul style="list-style-type: none"> Ask the customer if they will be paying by credit card or debit card with a visa insignia Ask the customer if they would like to use retail technology – mPOS/SSK. If SSK eligible transaction, guide customer to the SSK for self-service segmenting the line If mPOS eligible transaction, use mPOS speeding up customer transaction and decreasing WTIL If the customer is apprehensive, let them know that you will be right there to answer any questions. Help them through the transaction Give them encouragement. Praise the customer for using the automated equipment for their transaction. Check mPOS, for full battery charge Check mPOS cart – stocked & organized Review & share mPOS performance 	<ul style="list-style-type: none"> Ensures the Customer's needs are addressed and increases customer satisfaction Segments the line as appropriate and as needed to improve the positive customer experience Positive experience with our alternate access equipment enables customers to ship packages, mail letters and buy stamps at any time promoting self service
	4. THANK Perform Ancillary Duties	<ul style="list-style-type: none"> If the customer waits in line, thank the customer for their patience. Thank all customers for visiting the post office and welcome them back again soon Remind the customers to take our POS Survey to let us know how we served them today. LA should restock & straighten supplies to maintain clean & pristine post office Restock & straighten Gift Cards, Greeting Cards, and etc. 	<ul style="list-style-type: none"> Provides an excellent customer experience Maintains the Clean & Pristine Post Office



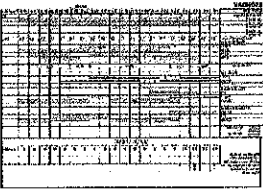

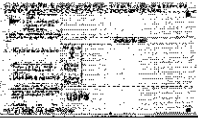


Work Instruction: Customer Service Supervisor



	Important Steps	Key Points	Reasons for Key Points
	1.- Daily Custodial Oversight	<ul style="list-style-type: none"> Conduct Daily Gemba Walk (Walk as your customers walk with reference to 6S Visual Workplace Organization Guide & Package and Flats pickup and PO Box Delivery Standardization Guide) <u>Exterior Image:</u> <ul style="list-style-type: none"> Trash and landscaping issues need to be addressed with custodian <u>Interior Image:</u> <ul style="list-style-type: none"> Check Trash Cans Check Floor Mats Check lobby Check window front & back for cleanliness and standardization Check light fixtures Check breakroom and restrooms 	<ul style="list-style-type: none"> All workstations have to be clean and standardized Employees must be provided with a safe and clean work environment It creates a positive atmosphere for employees and customers
	2.- Clerk Planning/Compliance Worksheet	<ul style="list-style-type: none"> Assign daily front and back office duties to clerks for next business day Review schedule FACE-to FACE with staff for next business day Do not schedule Lunch or Break during peak periods Adjust schedules & breaks same day as needed Review SSRD, CSAW, VAP, TACS, and etc. Conduct Safety/Hazmat/Huddle talk Ensure that the SSA's are following the RCE Perfect Transaction 	<ul style="list-style-type: none"> It ensures proper staffing during the peak periods FACE-to-FACE review ensures each staff member acknowledged their position on the team for the next business day Creates an offensive vs. defensive office's game plan Reduces WTIL Monitors performance Ensures clock rings hygiene & earns proper WOS workload credit
	3.- POS Survey	<ul style="list-style-type: none"> Check supply of Tear Pads Coach SSAs to hand POS Survey slip to each customer with a receipt and ask the customer to take a survey Share POS survey verbatim weekly Speak to customers face to face when exiting retail window; ask about service received, survey circled 	<ul style="list-style-type: none"> Supports the SSA to promote the POS Survey. Gives feedback to the SSA's on how they served their customers Provides instant customer feedback
	4.- Support SSA's on the Windows	<ul style="list-style-type: none"> Respond to Retail Window's request for assistance promptly Answer phone on three rings Schedule and assist with Lobby sweeps during the busiest time in Retail Lobby Segment the line as appropriate Ensure retail window is fully stocked with change & stamp stock Engage employees and promote team work 	<ul style="list-style-type: none"> Reduces WTIL Keeps SSAs focus on Customer Service Increases operational efficiency Increases revenue Provides quick touchpoint with each SSA to assess needs



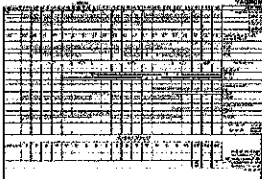

Work Instruction: Lead Service & Sales Associate (LSSA)



	Important Steps	Key Points	Why
	1. Complete Pre-Open Tasks	<ul style="list-style-type: none"> Check e-mails Pull & Post reports to update huddle board & LOG: SSRD, TACS, CSAW, mPOS/SSK Usage, POS Scores and Verbatim Validate Kamishibai Board tasks Verify RSS opening with current date 	<ul style="list-style-type: none"> Engages Lead SSAs to deliver a positive RCE customer experience Provides communication and review of vital data Ensures employees engagement
	2. Gemba Walk	<ul style="list-style-type: none"> Conduct Daily Gemba Walk (Walk as your customers walk with reference to 6S Visual Workplace Organization Guide & Package and Flats pickup and PO Box Delivery Standardization Guide) <u>Exterior Image:</u> <ul style="list-style-type: none"> Trash and landscaping issues need to be addressed with custodian Check flag's condition <u>Interior Image:</u> <ul style="list-style-type: none"> Check Trash Cans Check Floor Mats Check lobby Check window front & back for cleanliness and standardization Check light fixtures Check breakroom and restrooms 	<ul style="list-style-type: none"> All workstations have to be clean and standardized Employees must be provided with a safe and clean work environment It creates a positive atmosphere for employees and customers
	3. Employee Complement	<ul style="list-style-type: none"> Revise/Adjust SSAs scheduled breaks and lunches based on the available employee complement and peak periods Communicate staffing schedule with SSAs Conduct morning retail huddles to address any emergency or last minute deviations to the schedule Monitor customers flow & maintain adequate window staffing during peak times 	<ul style="list-style-type: none"> Ensures optimal window coverage of the Retail window
	4. Effective Lobby Assistance	<ul style="list-style-type: none"> Check SSK for skimming devices Check SSK is fully stocked and operational Check mPOS is fully charged, operational, and stocked with stamps Check EPS/ReadyPost displays for products and supplies Ensure effective Lobby Assistance coverage/hand off 	<ul style="list-style-type: none"> Increases positive customer experience Ensures the Customer's needs are addressed and increases customer satisfaction
	5. Ensure effective package pick up is adhered to	<ul style="list-style-type: none"> Communicate proper package pick up SOP to SSAs Follow Lean Six Sigma standard work of storing left notice packages 	<ul style="list-style-type: none"> Facilitates easy retrieval of customers packages Reduces WTIL Increases overall customer experience
	6. Train and coach SSA's to better manage customer complaints	<ul style="list-style-type: none"> Maintain a working knowledge of regulations, policy and procedure Provide technical guidance to SSAs Research, investigate and address eCC cases as appropriate 	<ul style="list-style-type: none"> Reduces complaints on SSAs Increases customer experience Promotes a customer service friendly image
	7. End of Day Tasks	<ul style="list-style-type: none"> Retrieve BRM and process according to BRM SOP Ensure BRM/BMEU end of day certification completion Ensure Express/Postage Due are cleared Clear bypassed Custom Forms Evaluate cash reserve Verify deposits Review 1412 Ensure daily closeouts completed Address SSA clock rings errors 	<ul style="list-style-type: none"> Closes out the day of business Ensures compliance to Handbooks and Manuals

Work Instruction: Lead SSA/CSS Dual Responsibilities



	<p>1. Complete Pre-Open Tasks</p>	<ul style="list-style-type: none"> • Check e-mails • Pull & Post reports to update huddle board & LOG: SSRD, TACS, CSAW, mPOS/SSK Usage, POS Scores and Verbatim • Validate Kamishibai Board tasks • Verify RSS opening with current date 	<ul style="list-style-type: none"> • Engages Lead SSAs to deliver a positive RCE customer experience • Provides communication and review of vital data • Ensures employees engagement
	<p>2. Gemba Walk</p>	<ul style="list-style-type: none"> • Conduct Daily Gemba Walk (Walk as your customers walk with reference to 6S Visual Workplace Organization Guide & Package and Flats pickup and PO Box Delivery Standardization Guide <u>Exterior Image:</u> <ul style="list-style-type: none"> • Trash and landscaping issues need to be addressed with custodian • Check flag's condition <u>Interior Image:</u> <ul style="list-style-type: none"> • Check Trash Cans • Check Floor Mats • Check lobby • Check window front & back for cleanliness and standardization • Check light fixtures • Check breakroom and restrooms 	<ul style="list-style-type: none"> • All workstations have to be clean and standardized • Employees must be provided with a safe and clean work environment • It creates a positive atmosphere for employees and customers
	<p>3. Employee Complement</p>	<ul style="list-style-type: none"> • Revise/Adjust SSAs scheduled breaks and lunches based on the available employee complement and peak periods • Communicate staffing schedule with SSAs • Conduct morning retail huddles to address any emergency or last minute deviations to the schedule • Monitor customers flow & maintain adequate window staffing during peak times 	<ul style="list-style-type: none"> • Ensures optimal window coverage of the Retail window
<p>WELCOME TO THE USPS, HOW MAY I HELP YOU?</p>	<p>4. Effective Lobby Assistance</p>	<ul style="list-style-type: none"> • Check SSK for skimming devices • Check SSK is fully stocked and operational • Check mPOS is fully charged, operational, and stocked with stamps • Check EPS/ReadyPost displays for products and supplies • Ensure effective Lobby Assistance coverage/hand off 	<ul style="list-style-type: none"> • Increases positive customer experience • Ensures the Customer's needs are addressed and increases customer satisfaction
	<p>5. Ensure effective package pick up is adhered to</p>	<ul style="list-style-type: none"> • Communicate proper package pick up SOP to SSAs • Follow Lean Six Sigma standard work of storing left notice packages 	<ul style="list-style-type: none"> • Facilitates easy retrieval of customers packages • Reduces WTIL • Increases overall customer experience



Date: _____ Time: _____

Clerk Planning / Compliance Worksheet

The purpose of the Clerk Planning & Compliance Worksheet is to maintain a daily log which provides guidelines for communicating information to employees working in the Postal Service™ retail environment

OFFICE: _____

MGR: _____

LSSA: _____

POS SURVEY SCORES:	WK	YTD	YTD RESPONSES
--------------------	----	-----	---------------

RETAIL	BT	EMPLOYEE NAME	FACE TO FACE	COMMENTS
--------	----	---------------	--------------	----------

Section 1: Complete employee information for each of the daily assigned tasked listed below. FACE to FACE Time is the time the information was communicated to the employee.

COMMUNICATED	Designated Soft Opening SSA				
	Prior Day SSRD Review				
	Custodial Oversight				
	Huddle Talk				
	Safety / Hazmat Talk				
	Notification System Functioning				
	1st Responder				
	POS Survey Monitor				
	Last Mile Sampling				
	Distribution Uptime Scan				

Section 2: Complete employee information for each of the daily assigned tasked listed below. Place the appropriate indicator (L,W,B) for each employee assigned.

Retail Hours		8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00
--------------	--	------	------	------	------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------

*	Example: (SSA Name)	L	L	L																		
	LSSA																					
	SSA																					
	SSA																					
	SSA																					
	SSA																					
	LA																					
	mPOS																					
	SSK/APC																					
	1st Responder																					
	1st Responder Relief																					

Distribution Hours		8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00
--------------------	--	------	------	------	------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------

	DIST CLK	P	P	P	P	B	P	P	P	P	P	B	P	P	P	F	F	B	F	PO	PO	PO	PO
	DIST CLK																						
	DIST CLK																						
	DIST CLK																						
	DIST CLK																						
	DIST CLK																						
	DIST CLK																						

LEGEND	W - Window	AM VALIDATION TOUCHPOINT (Responsible EAS)	PM VALIDATION TOUCHPOINT (Responsible EAS)
	B - Break / Lunch		
	L - Lobby Assistant		
	P - Parcels		
	F - Letters/Flats		
	PO - PO Box		



Date: _____ Time: _____

Clerk Planning / Compliance Worksheet

WITHIN 1 HOUR OF SSA BEGIN TOUR (Initial Completion)		AM EAS:	PM EAS:
Initial	Communication Item	TIME:	TIME:
	SAFETY / HAZMAT	COMMENTS:	COMMENTS:
	SSRD / HUDDLE	ACTIONS:	ACTIONS:
	POS SURVEY		
	UNIFORM COMPLIANCE		



Instructions

The purpose of the Clerk Planning & Compliance Worksheet to ensure a daily Management and Sales Service Associate (SSA) plan is created to improve retail effectiveness. This includes:

Safety:

Scheduling:

Communication:

Hazmat

Window Operation

mPOS Utilization

Retail Huddle

Lobby Assistant

First Responder

POS Survey

"Thank you for your visit today, please fill out our short survey"

Actions taken from the daily use of Clerk Planning & Compliance Worksheet will improve the customer experience.

A management employee or management designee should complete this form daily. Form is to be used for planning purposes and should be prepared for the next days window operation.

File at unit and retain for two years.

Contingency Plan (RSS Outage, Sick Call, Segmentation Plan, 1st of the month, etc.)

Cont. Section 2	
COMMUNICATED	Retail Hours
	Example: (SSA Name)
SPMS	DUT SCAN TIME:
	PO BOX SCAN TIME:
Comments:	

RECEIVED

JUL 07 2017

Per _____



July 03, 2017

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

Certified Mail Tracking Number:
70161370000230145437

Dear Brian:

As a matter of general interest, the Postal Service intends to install the High Throughput Package Sorting (HTPS) system in the Queens, New York Processing and Distribution Center (P&DC). The HTPS system was discussed as part of the Article 4 Technological and Mechanization Changes meeting that was held on March 30, 2016. The system is currently used in the Denver, Colorado P&DC.

The system is scheduled to be installed in the Queens, NY P&DC beginning July 10 and be operational on October 23. It is planned for the system to run over 1.5 tours.

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

Sincerely,

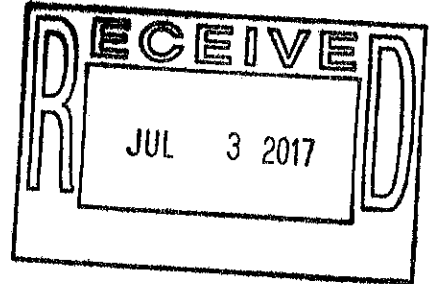
A handwritten signature in black ink, appearing to read "Rickey R. Dean", written over a large, stylized circular flourish.

Rickey R. Dean
Manager
Contract Administration (APWU)



June 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, in mid-August, the Postal Service will begin an initiative titled, "Self-Service Only Post Office" (SOPO).

To provide additional convenience to the customers in high-growth areas, we will be testing a self-service outlet that will supplement public access to the Main Post Office. Each SOPO will be an unstaffed office designed to provide an additional service option to customers in high-growth areas. It will feature existing retail equipment to allow customers to ship and mail domestic letters, flats and parcels, print postage labels, induct packages, purchase stamps and receive Post Office Box mail.

The SOPO initiative will be piloted at 8150 Leesburg Pike, Vienna, Virginia (Tysons Corner). The Vienna Post Office will provide necessary collection, delivery, and maintenance services to this location.

We have enclosed a PowerPoint presentation related to this matter.

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

Sincerely,

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

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosure



Self-Service Only Postal Outlet (SOPO) Pilot

Updated June 27, 2017



Background & Objectives

- To provide additional convenience to the customers in high growth areas, USPS will be testing a self-service outlet that will supplement the public access to the Main Post Office.
- This outlet will replicate the existing self-service concept and will provide access to basic postal functions:
 - ship and mail domestic letters, flats and parcels
 - print postage labels
 - receive an acceptance scan and induct packages
 - purchase stamps
 - receive Post Office Box mail
 - limited parcel delivery via keyless parcel lockers.
- Provide in high growth community – Tysons Corner, VA



Benefits

- 24/7 for convenience to customers needing to ship packages, pick up PO boxes, or receive an acceptance scan.
- Provide additional access point in high growth locations
- Lower facility cost with smaller footprint than standard office
- Build Brand loyalty for Digitally Inclined Customers
- Provide convenience to customers in high growth areas
- Limit competitor advantage based on proximity



Retail Technology and Other Hardware

All retail technology will be existing hardware:

- SSKs – (2)
- PO Boxes
- Keyless Parcel Lockers
- Automated Parcel Drop (APD)
- Manual Parcel Drop
- Security Camera





Other Hardware/Components

- Other hardware that may need to be included:
 - Manual letter collection drops
 - Expedited Packaging Supplies display
 - Packaging area/table
 - “Hotline” phone to local office or Customer Care Center
 - Electronic Door lock (if necessary)



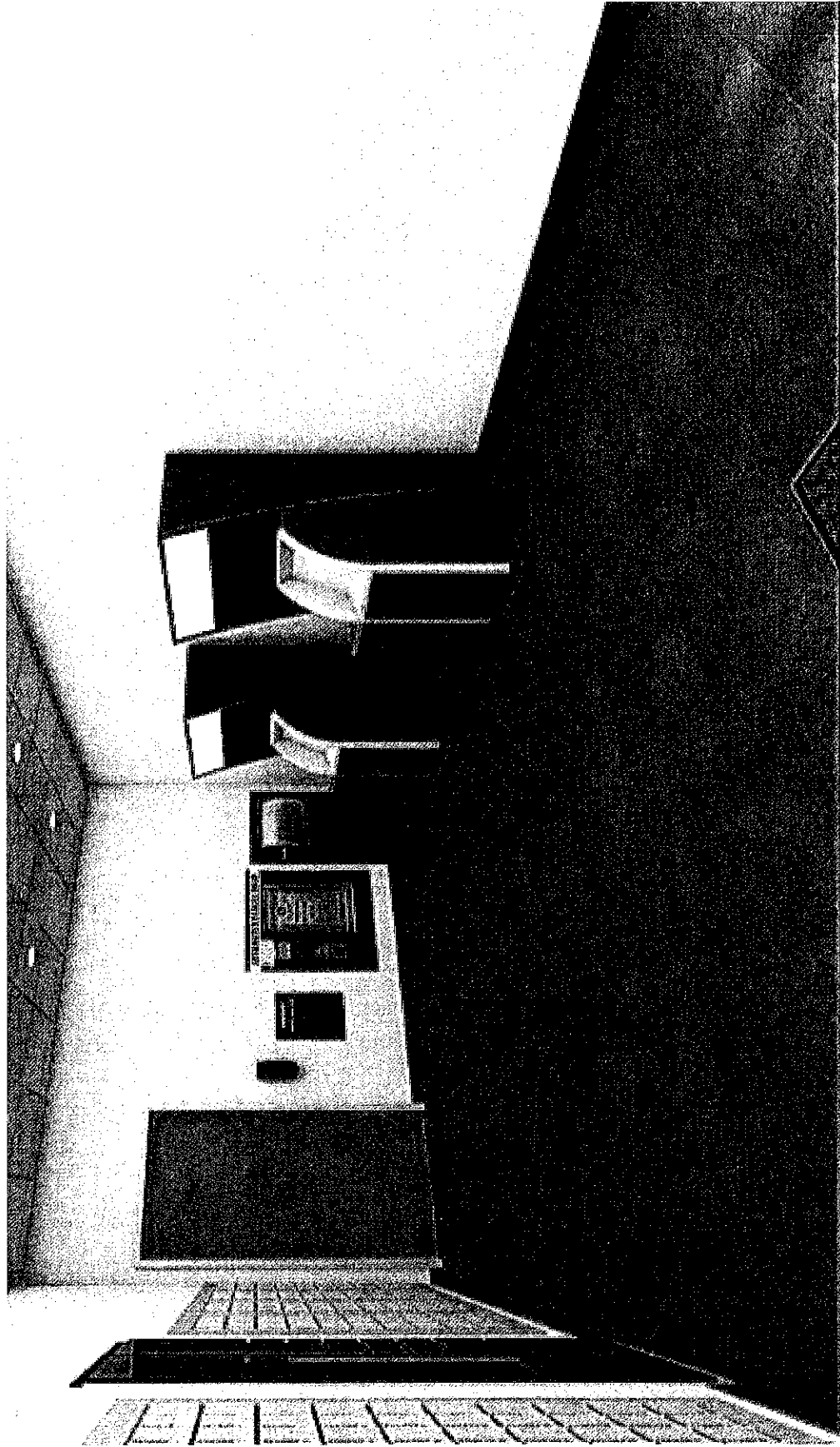
Servicing of SOPO

- The Self-Service Only Postal Outlet will be serviced using existing processes from the administrative/Main Post Office.
 - PO Boxes will be rented from and serviced by a clerk from the administrative PO.
 - SSKs and APDs will be serviced each morning by the PO box clerk or during the day if alerts are received
 - PO Box Mail for delivery and outgoing mail will be staged and collected from the rear room from the mail collector/carrier.
 - Custodian from the administrative PO will empty garbage and daily cleaning each day, with normal weekly and monthly deep cleaning schedules, as other POs.

- Note: the Administrative PO for Tysons Corner SOPO will be Vienna MPO

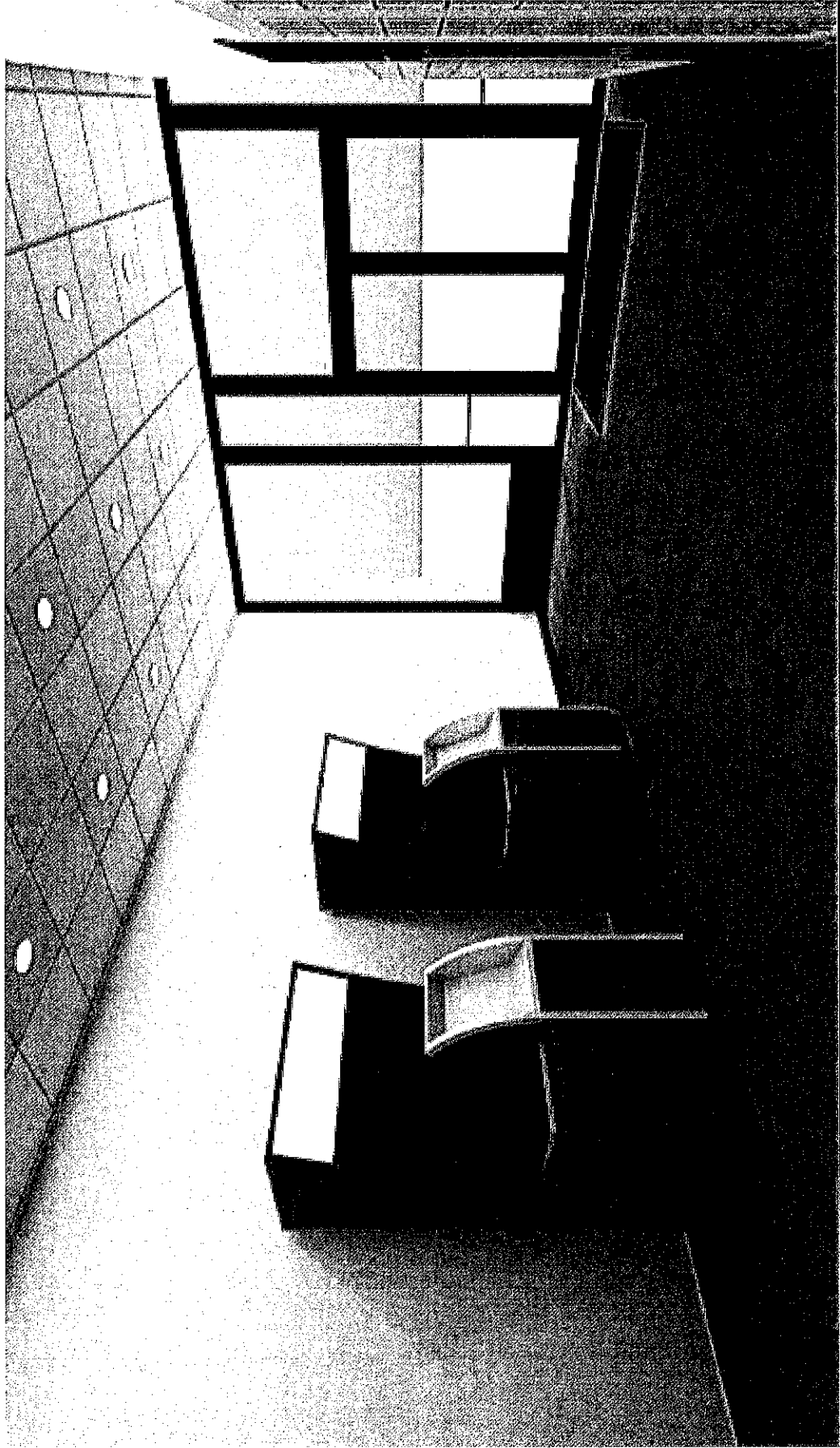


Conceptual Design – Tysons Corner, VA



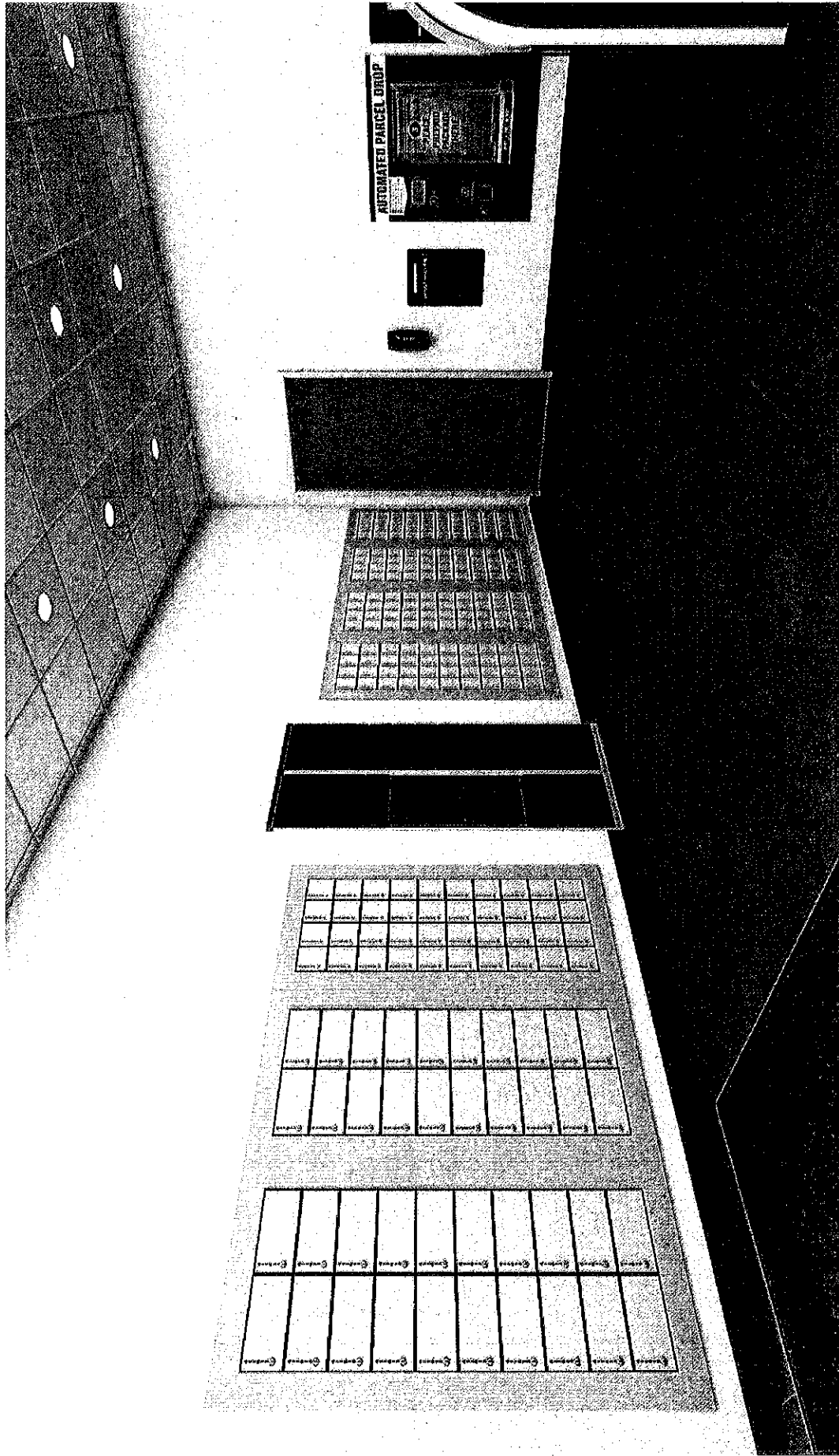


Conceptual Design – Tysons Corner, VA



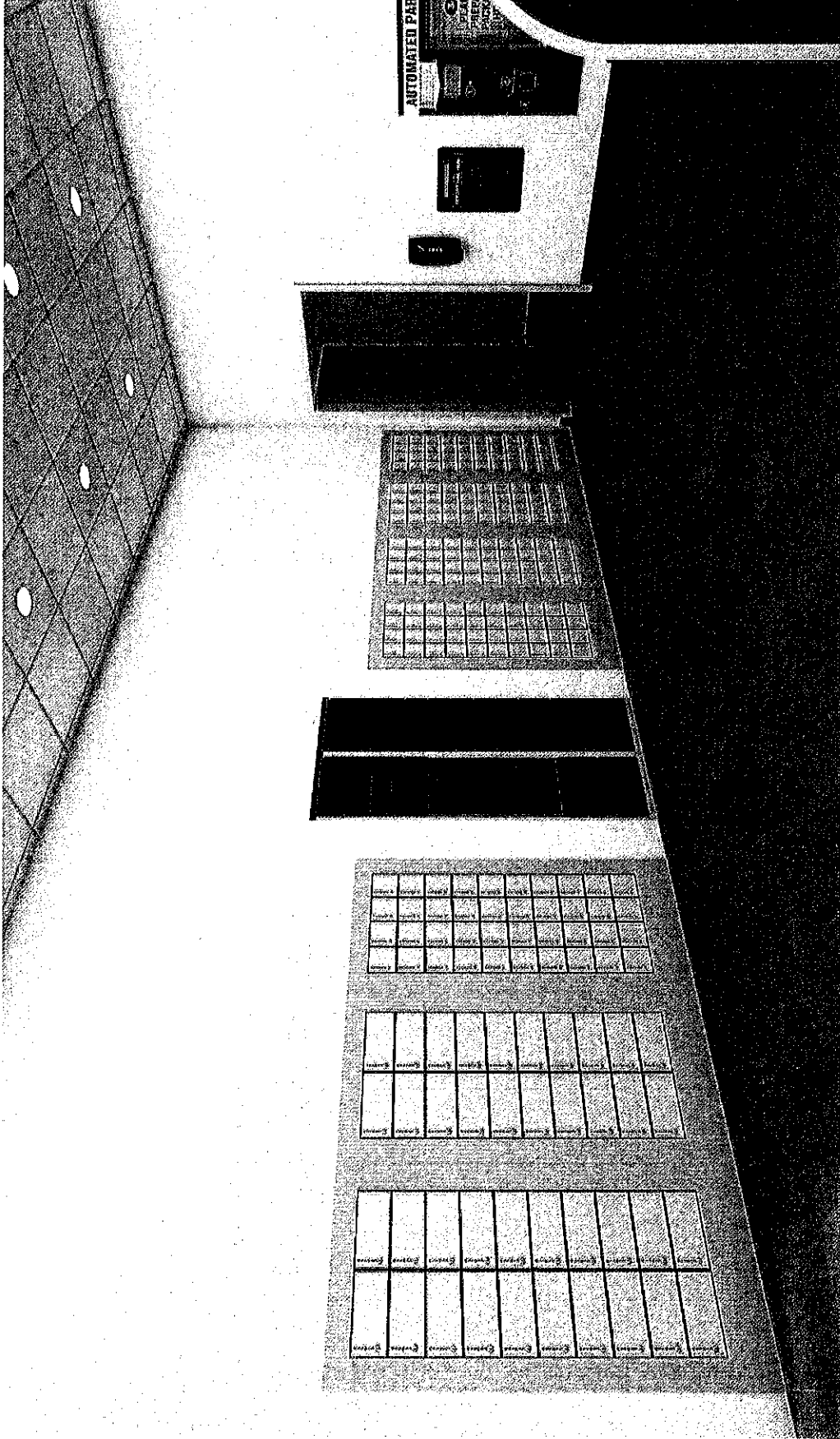


Conceptual Design - Tysons Corner, VA





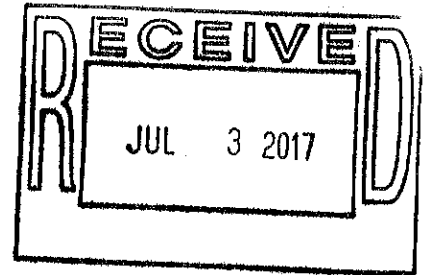
Conceptual Design – Tysons Corner, VA





June 30, 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 February 26, 2015, correspondence regarding testing automating the second/final notice and return notification for trackable mail.

Effective June 30, the test will conclude and the program will be officially launched. MyPO will be used to generate a second notice for items that were not delivered on the first attempt. In addition, MyPO will have the functionality to generate a list of items that have reached their retention period and need to be returned to sender.

We have enclosed a copy of the *Standard Operating Procedures, Automating Second/Final Notice and MyPO Automated Second/Final Notice and Return to Sender Notification for Trackable Mail Service Talk*. The enclosed SOP contains the updated language in the MyPO User Guide mentioned in the 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 Policies and Programs

Enclosures



MyPO Automated Second/Final Notice And Return to Sender Notice for Trackable Mail Service Talk

On June 30th, 2017, USPS will launch the automated second/final notice program. This new process will create new “**3849- Second/Final Notice**” tasks in the My Post Office application that will allow delivery units to automatically print the final notice for items and provide the notice to the delivering employee to leave in the customer’s mail receptacle. In addition, it will provide new “**Return to Sender Items**” task for items that have reached the end of their retention period and should be returned. The process relies on the initial “Attempted” event within the Product Tracking & Reporting system (PTR) to determine the appropriate final notice and return dates for the item. Scanning properly is critical to the success of the process.

The **3849-Second/Final Notice** task will generate a PS Form 3849 facsimile for each item that has not been delivered or returned within five days after a notice left scan was performed on the item. For Priority Mail Express and Priority Mail Express International items, the second notice will be generated three days after the delivery attempt has been made. The PS Form(s) 3849 will be auto-populated with the information available in the PTR (article number, address, etc.). Clerks will need to complete the form with additional information, if necessary. Each form (front and back) will be printed on one page. The forms should be printed and sorted to the appropriate delivery route for delivery to the customer.

The **Return to Sender Items** task will generate a list of items that have not been delivered or returned and have reached the end of the retention period for the piece. The list will be printed so that the clerk can locate the item(s), complete the required “Return to Sender” scan and dispatch on the next available transportation.

Information on accessing and printing the PS Forms and list of return items from MyPO can be found in the Automated Second/Final Notice SOP and in the recently updated MyPO User Guide.

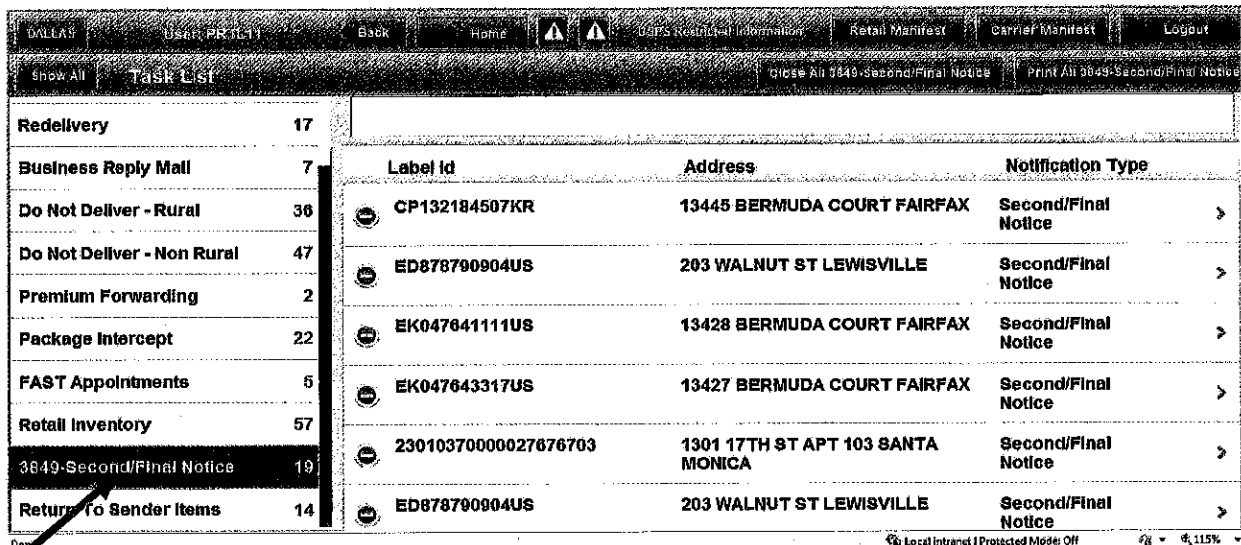
STANDARD OPERATING PROCEDURES

Automating Second/Return Notice

On June 30th, 2017, USPS will launch the automated second/final notice program. This new process will create new **“3849- Second/Final Notice”** tasks in the My Post Office application that will allow delivery units to automatically print the final notice for items and provide the notice to the delivering employee to leave in the customer’s mail receptacle. In addition, it will provide new **“Return to Sender Items”** task for items that have reached the end of their retention period and should be returned. The process relies on the initial **“Attempted”** event within the Product Tracking & Reporting system (PTR) to determine the appropriate final notice and return dates for the item. Scanning properly is critical to the success of the process.

Local Post Office (LPO) User

1. Access MyPO during AM duties as per the current daily procedures.
2. Select the Tasks Tab.
3. Locate and select the 3849-Second/Final Notice option in the Task List.



Task	Count	Label Id	Address	Notification Type
Redelivery	17			
Business Reply Mail	7			
Do Not Deliver - Rural	36	CP132184507KR	13445 BERMUDA COURT FAIRFAX	Second/Final Notice
Do Not Deliver - Non Rural	47	ED878790904US	203 WALNUT ST LEWISVILLE	Second/Final Notice
Premium Forwarding	2			
Package Intercept	22	EK047641111US	13428 BERMUDA COURT FAIRFAX	Second/Final Notice
FAST Appointments	5	EK047643317US	13427 BERMUDA COURT FAIRFAX	Second/Final Notice
Retail Inventory	57			
3849-Second/Final Notice	19	23010370000027676703	1301 17TH ST APT 103 SANTA MONICA	Second/Final Notice
Return to Sender Items	14	ED878790904US	203 WALNUT ST LEWISVILLE	Second/Final Notice



4. A list of the PS Forms 3849 for your office will be displayed.

5. Individual PS Forms 3849 can be printed by clicking on a Label ID in the list.

The screenshot shows the USPS carrier manifest software interface. At the top, there are navigation buttons for 'DALLAS', 'User: PR1111', 'Back', 'Home', 'Retail Manifest', 'Carrier Manifest', and 'Logout'. Below this is a 'TASK LIST' section with a table of tasks:

Package Pickup	5
Hold Mail	1
Redelivery	17
Business Reply Mail	7
Do Not Deliver - Rural	36
Do Not Deliver - Non Rural	47
Premium Forwarding	2
Package Intercept	21
FAST Appointments	5
Retail Inventory	57
3849-Second/Final Notice	19
Return To Sender Items	14

To the right of the task list is a detailed form for PS Form 3849. It includes fields for 'Delivery Date' (WED 04/23/2014), 'Sender's Name', 'Post Office', 'Available for Pick-up After', and 'For Redelivery'. There are also sections for 'Notice Left Section' with 'Customer Name and Address' (13445 BERMUDA COURT FAIRFAX 99102) and 'Delivered By and Date'. At the bottom, it says 'PS Form 3849, July 2013' and 'usps.com'.

6. PS Form(s) 3849 will be printed on the carrier manifest along with the office's other daily tasks. The "Print All" button shown below can also be used to print all PS Form(s) 3849. However, offices should use carrier manifest as the primary mechanism for presenting carrier related documentation.

The screenshot shows the USPS carrier manifest software interface with a 'Print All' button highlighted. Below the task list is a detailed list of PS Form 3849 entries:

Task	Count	Label Id	Address	Notification Type
Package Pickup	5			
Hold Mail	1			
Redelivery	17	CP132184507KR	13445 BERMUDA COURT FAIRFAX	Second/Final Notice
Business Reply Mail	7			
Do Not Deliver - Rural	36	ED878790904US	203 WALNUT ST LEWISVILLE	Second/Final Notice
Do Not Deliver - Non Rural	47	EK047641111US	13428 BERMUDA COURT FAIRFAX	Second/Final Notice
Premium Forwarding	2			
Package Intercept	21	EK047643317US	13427 BERMUDA COURT FAIRFAX	Second/Final Notice
FAST Appointments	5	23010370000027676703	1301 17TH ST APT 103 SANTA MONICA	Second/Final Notice
Retail Inventory	57			
3849-Second/Final Notice	19	ED878790904US	203 WALNUT ST LEWISVILLE	Second/Final Notice
Return To Sender Items	14	CP132184507KR	13445 BERMUDA COURT FAIRFAX	Second/Final Notice



7. Two PS Form(s) 3849 will be printed on each page. The Accountables clerk should separate the two forms (cut down center line) and fold each form prior to distribution. The PS Form(s) 3849 will be grouped together near the front of the carrier manifest to facilitate the "prep" work of cutting and folding prior to distribution. A sample form is provided.

Sorry We Missed You! We'll Deliver for You		Today's Date Thu 02/24/2015	Sender's Name	Sorry We Missed You! We'll Deliver for You		Today's Date Thu 02/24/2015	Sender's Name
Item is at Post Office™ (See back)		Available for Pickup After Date _____ Time _____		For Redelivery Go to usps.com/redelivery or see notice		Item is at Post Office™ (See back)	
For Delivery: (Enter total number of items delivered by service type.) For Notice Left: (Check applicable item) <input type="checkbox"/> Large envelope, magazine, CD/DVD <input type="checkbox"/> Priority Mail Express™ <input type="checkbox"/> Parcel <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Registered Mail™ <input type="checkbox"/> Signature Confirmation™		<input type="checkbox"/> If checked, you or your agent must be present at time of delivery to sign for item. USPS Tracking # or Article Number(s) A0N9326930115464682592242		For Delivery: (Enter total number of items delivered by service type.) For Notice Left: (Check applicable item) <input type="checkbox"/> Large envelope, magazine, CD/DVD <input type="checkbox"/> Priority Mail Express™ <input type="checkbox"/> Parcel <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Registered Mail™ <input type="checkbox"/> Signature Confirmation™		<input type="checkbox"/> If checked, you or your agent must be present at time of delivery to sign for item. USPS Tracking # or Article Number(s) A0NEDSUNIGUELABEL1	
Article Receiving Payment <input type="checkbox"/> Package Fee <input type="checkbox"/> COD <input type="checkbox"/> Customs \$ _____		Amount Due 21 HALL PALACE 18612-0214		Article Receiving Payment <input type="checkbox"/> Package Fee <input type="checkbox"/> COD <input type="checkbox"/> Customs \$ _____		Amount Due 48 UNIQUE DELIVERY NOTICE DATES PA18812-0357	
<input checked="" type="checkbox"/> Final Notice: Article will be returned to sender on Mon 10/27/2014		Delivered by and Date		<input checked="" type="checkbox"/> Final Notice: Article will be returned to sender on Tue 11/11/2014		Delivered by and Date	
PS Form 3849, July 2013 usps.com Delivery Notice/Reminder/Receipt				PS Form 3849, July 2013 usps.com Delivery Notice/Reminder/Receipt			
We will redeliver OR you or your agent can pick up your mail at the Post Office. (Bring this form and proper ID if your agent will pick up. Sign below in item 2 and enter agent's name here.)				We will redeliver OR you or your agent can pick up your mail at the Post Office. (Bring this form and proper ID if your agent will pick up. Sign below in item 2 and enter agent's name here.)			
1. Check all that apply to section 3. a. Sign at section 2 below. b. Leave this notice where the carrier can find it.		DALLAS 2759 MEMORIAL HWY DALLAS, PA 18512		1. Check all that apply to Section 3. a. Sign at section 2 below. b. Leave this notice where the carrier can find it.		DALLAS 2759 MEMORIAL HWY DALLAS, PA 18512	
2. Sign Here to authorize redelivery or to authorize an agent to sign for you.		Delivery Section		2. Sign Here to authorize redelivery or to authorize an agent to sign for you.		Delivery Section	
3. <input checked="" type="checkbox"/> Redeliver (date day of week)		Signature X		3. <input type="checkbox"/> Redeliver (date day of week)		Signature X	
<input type="checkbox"/> Leave item at my address (do not sign if you are not the recipient)		Printed Name		<input type="checkbox"/> Leave item at my address (do not sign if you are not the recipient)		Printed Name	
<input type="checkbox"/> Refused <input type="checkbox"/> Returned <input type="checkbox"/> Other		Delivery Address		<input type="checkbox"/> Refused <input type="checkbox"/> Returned <input type="checkbox"/> Other		Delivery Address	
USPS				USPS			
PS Form 3849, July 2013 (Reverse)		1609320049478412		PS Form 3849, July 2013 (Reverse)		1609320049478412	

8. Select Return to Sender Items option from the Task List.

Task List			
	Label Id	Address	Notification Type
Redelivery 16			
Business Reply Mail 6			
Do Not Deliver - Rural 36	23010370000027676703	1301 17TH ST APT 103 SANTA MONICA	Return To Sender
Do Not Deliver - Non Rural 47	23010370000027676703	1301 17TH ST APT 103 SANTA MONICA	Return To Sender
Premium Forwarding 2			
Package Intercept 20	CP132184607KR	13445 BERMUDA COURT FAIRFAX	Return To Sender
FAST Appointments 5			
Retail Inventory 57			
3849-Second/Final Notice 19	9405503699300250855299	No Address Available	Return To Sender
Return To Sender Items 14	9405503699300250855299	No Address Available	Return To Sender

9. Details on individual labels can be viewed by clicking on the Label ID in the list.

USPS RESTRICTED INFORMATION

USPS Tracking Number: ED878790904US

Return To Sender Record Information

Date Received in MyPO: Mon 05/05/2014 Return Date: Sat 10/11/2014 Current Status: Open USPS Tracking Number: ED878790904US Delivery Point Code: 01 Sender Name: Lily Munster Recipient Name: Boris Badenov Street Address: 203 WALNUT ST LEWISVILLE City, State, ZIP: 71845-2218 Carrier Route: C003

Description

Class of Mail: Library Mail Item Shape: Oblong

Close







10. Click on the "Print All Return to Sender Items" option to print a list of all items that need to be returned to sender. **The print out only provides a summarization as outlined below.**

USPS Restricted Information DALLAS
Printed: Friday, April 25, 2014 12:22:35 PM CDT

Return To Sender Items - Summary Sheet Only

ZIP	Carrier	USPS Tracking Number	Mail Class	Address
35218	C008	927489999874333392764	Parcel Select Lightweight	
35218	C008	927489999874333392764	Parcel Select Lightweight	
35218	C008	927489999874333392764	Parcel Select Lightweight	
35801		23010370000027676703	Unknown	1301 17TH ST APT 103 SANTA MONICA
35801		23010370000027676703	Unknown	1301 17TH ST APT 103 SANTA MONICA
35801		23010370000027676703	Unknown	1301 17TH ST APT 103 SANTA MONICA
36571	C003	9261290101597003611760	Parcel Select	

11. Provide the printed PS Forms 3849 and the list of Return to Sender items to the Accountables Clerk.
12. The 3849-Second/Final Notice and Return to Sender Items tasks should be closed after the process to print has been completed.
13. Each item can be closed by clicking the red quick close icon listed to the left of each line item.

Label Id	Address	Notification Type
 CP132184507KR	13445 BERMUDA COURT FAIRFAX	Second/Final Notice 
 ED878790904US	203 WALNUT ST LEWISVILLE	Second/Final Notice 
 EK047641111US	13428 BERMUDA COURT FAIRFAX	Second/Final Notice 

14. All items can be closed by clicking the "Close All" option at the top of both the 3849-Second/Final Notice and the Return to Sender Items summary screens.

MAILAS USER PROFILE Back Home Alerts Alerts Unread Mail Mail Monitor Carrier Manifest Logout				
Show All Task List		Close All Return to Sender Items Print All Return to Sender Items		
		Label Id	Address	Notification Type
Redelivery	16			
Business Reply Mail	6			
Do Not Deliver - Rural	36	23010370000027676703	1301 17TH ST APT 103 SANTA MONICA	Return To Sender >
Do Not Deliver - Non Rural	47	23010370000027676703	1301 17TH ST APT 103 SANTA MONICA	Return To Sender >
Premium Forwarding	2			
Package Intercept	20	CP132184507KR	13445 BERMUDA COURT FAIRFAX	Return To Sender >
FAST Appointments	5	23010370000027676703	1301 17TH ST APT 103 SANTA MONICA	Return To Sender >
Retail Inventory	57			
3849-Second/Final Notice	19	9405503699300250855299	No Address Available	Return To Sender >
Return To Sender Items	14	9405503699300250855299	No Address Available	Return To Sender >



Accountables Clerk

1. Review PS Form(s) 3849 for completeness.
2. If necessary, locate item in Left Notice area and enter delivery address and any other required information on form(s).

Sorry We Missed You We're Sorry We Missed You We're Sorry We Missed You		Today's Date Tue 03/29/2011		Sender's Name		Sorry We Missed You We're Sorry We Missed You		Today's Date Tue 03/29/2011		Sender's Name	
Post Office (City/State)		Available for Pickup After		For Post Office Use Only		Post Office (City/State)		Available for Pickup After		For Post Office Use Only	
Letter	For Delivery (Other than Return to Sender or Return to Post Office)	Mail	Time	USPS Tracking # or Article Number	USPS Tracking # or Article Number	Letter	For Delivery (Other than Return to Sender or Return to Post Office)	Mail	Time	USPS Tracking # or Article Number	USPS Tracking # or Article Number
Large Envelope	For Delivery (Other than Return to Sender or Return to Post Office)	Registered Mail™	Signature Required	ASH13499231-64814813212	ASH13499231-64814813212	Large Envelope	For Delivery (Other than Return to Sender or Return to Post Office)	Registered Mail™	Signature Required	ASH13499231-64814813212	ASH13499231-64814813212
Flat Rate™ Envelope	For Delivery (Other than Return to Sender or Return to Post Office)	Signature Required	Signature Required			Flat Rate™ Envelope	For Delivery (Other than Return to Sender or Return to Post Office)	Signature Required	Signature Required		
Priority Mail™	For Delivery (Other than Return to Sender or Return to Post Office)	Signature Required	Signature Required			Priority Mail™	For Delivery (Other than Return to Sender or Return to Post Office)	Signature Required	Signature Required		
Priority Mail Express™	For Delivery (Other than Return to Sender or Return to Post Office)	Signature Required	Signature Required			Priority Mail Express™	For Delivery (Other than Return to Sender or Return to Post Office)	Signature Required	Signature Required		
Other	For Delivery (Other than Return to Sender or Return to Post Office)	Signature Required	Signature Required			Other	For Delivery (Other than Return to Sender or Return to Post Office)	Signature Required	Signature Required		
Address Return Preference	Address Return Preference	Address Return Preference	Address Return Preference	Address Return Preference	Address Return Preference	Address Return Preference	Address Return Preference	Address Return Preference	Address Return Preference	Address Return Preference	Address Return Preference
PS Form 3849, July 2011	PS Form 3849, July 2011	PS Form 3849, July 2011	PS Form 3849, July 2011	PS Form 3849, July 2011	PS Form 3849, July 2011	PS Form 3849, July 2011	PS Form 3849, July 2011	PS Form 3849, July 2011	PS Form 3849, July 2011	PS Form 3849, July 2011	PS Form 3849, July 2011
We will deliver this item to your address only if you have a valid address at the Post Office. (All other items are returned to the Post Office.)						We will deliver this item to your address only if you have a valid address at the Post Office. (All other items are returned to the Post Office.)					
1. Check off the appropriate box: <input checked="" type="checkbox"/> Section A <input type="checkbox"/> Section B <input type="checkbox"/> Section C						1. Check off the appropriate box: <input checked="" type="checkbox"/> Section A <input type="checkbox"/> Section B <input type="checkbox"/> Section C					
2. For Post Office use only: Delivery Section						2. For Post Office use only: Delivery Section					
3. Receiver (provide name) Signature: X Printed Name: _____ Delivery Address: _____						3. Receiver (provide name) Signature: X Printed Name: _____ Delivery Address: _____					
USPS 169932040478412						USPS 169932040478412					

3. Separate the PS Form(s) 3849 generated from MyPO and fold each form in half so that the printed information is visible.
4. Distribute PS Forms 3849 to Carrier Route/PO Box.
5. Retrieve items on the "Return to Sender Items" list from the Left Notice section.
6. Scan each item as Return to Sender – Unclaimed.
7. Dispatch items on the next available transportation.

Other Function 4 Responsibilities

1. Review Left Notice items before placing/filing in Left Notice area.
2. If parcel does not have a barcoded label:
 - 2.1. Place Label 400 on parcel.
 - 2.2. Using In-Office set up on the Intelligent Mail Device (IMD), perform Attempted scan on all parcel(s) that did not previously have a barcoded label.
3. File all Left Notice items in Left Notice area as per local policy.

Note: Additional information on these new tasks can be found in the recently updated MyPO User Guide.

LABOR RELATIONS

RECEIVED

JUL 10 2017



Per _____

July 6, 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 will begin the delivery of Priority Mail in select Sunday delivery hub locations in the Arizona District on July 9.

We have enclosed the list of the delivery sites in which this will occur.

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 Policies and Programs

Enclosure

Priority Mail Sunday Delivery

Area	District	Sunday Hub	Hub	Zip Codes in Hub	Location
WESTERN	ARIZONA	Phoenix	85009	85005, 85007, 85009	CAPITOL
WESTERN	ARIZONA	Phoenix	85013	85011, 85012, 85013, 85014, 85067	OSBORN
WESTERN	ARIZONA	Phoenix	85016	85016, 85064	NORTHEAST
WESTERN	ARIZONA	Phoenix	85017	85015, 85017	NORTHWEST ANNEX
WESTERN	ARIZONA	Phoenix	85018	85008, 85010, 85018, 85060	ARCADIA
WESTERN	ARIZONA	Phoenix	85020	85020, 85022, 85068	SUNNYSLOPE
WESTERN	ARIZONA	Phoenix	85021	85021, 85051, 85069	WASHINGTON
WESTERN	ARIZONA	Phoenix	85027	85023, 85027, 85080	SIERRA ADOBE
WESTERN	ARIZONA	Phoenix	85029	85029, 85053, 85071	SHAW BUTTE
WESTERN	ARIZONA	Phoenix	85031	85019, 85031, 85033, 85035, 85037, 85043, 85063	MARYVALE
WESTERN	ARIZONA	Phoenix	85032	85028, 85032, 85078	CACTUS
WESTERN	ARIZONA	Phoenix	85034	85003, 85004, 85006, 85034, 85036, 85074	RIO SALADO
WESTERN	ARIZONA	Phoenix	85042	85040, 85041, 85042, 85066	SOUTH MOUNTAIN
WESTERN	ARIZONA	Phoenix	85044	85044, 85076	AHWATUKEE
WESTERN	ARIZONA	Phoenix	85048	85045, 85048, 85070	PECOS
WESTERN	ARIZONA	Phoenix	85050	85024, 85050, 85054	BOULDER HILLS
WESTERN	ARIZONA		85201	85201	MESA
WESTERN	ARIZONA		85202	85202, 85210	MESA DOBSON
WESTERN	ARIZONA		85206	85206, 85207	MESA DESERT
WESTERN	ARIZONA		85209	85208, 85209, 85210	MESA FOUR PEAKS
WESTERN	ARIZONA		85213	85203, 85204, 85213	MESA MOUNTAIN VIEW
WESTERN	ARIZONA		85215	85205, 85215	MESA FALCON FIELD
WESTERN	ARIZONA		85225	85224, 85225, 85226, 85248, 85249, 85286	CHANDLER
WESTERN	ARIZONA		85257	85251, 85257	SCOTTSDALE
WESTERN	ARIZONA		85258	85250, 85253, 85258	SCOTTSDALE HOPI
WESTERN	ARIZONA		85260	85254, 85260	SCOTTSDALE AIRPARK
WESTERN	ARIZONA		85282	85281, 85282, 85283, 85284	TEMPE
WESTERN	ARIZONA		85296	85233, 85234, 85295, 85296, 85297, 85298	VAL VISTA
WESTERN	ARIZONA		85302	85301, 85302, 85303, 85304, 85305, 85306, 85307, 85308, 85310	GLENDALE
WESTERN	ARIZONA		85338	85338, 85392, 85395	AVONDALE GOODYEAR
WESTERN	ARIZONA		85374	85351, 85363, 85373, 85374, 85375, 85376, 85378, 85388	SURPRISE
WESTERN	ARIZONA		85381	85380, 85381, 85382, 85383, 85345, 85385	PEORIA



RECEIVED

JUL 10 2017

Per _____

July 7, 2017

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

Certified Mail Tracking Number:
70161370000230145956

Dear Brian:

This letter is follow-up to the Postal Service's May 8 notification (enclosed) to test three vendor pilot systems of the Advanced Letter Processing System (ALPS).

As previously informed, there were three vendors (Solystic, Siemens, and Toshiba) who developed pilot systems to be installed and tested in live processing sites. Toshiba's involvement in the ALPS project has been changed to design only. It will not be testing a pilot system.

It is planned to test the system developed by Solystic in the Richmond, Virginia P&DC and the system developed by Siemens will be tested in the Oklahoma City, Oklahoma P&DC. The vendor pilot systems are scheduled to be installed by the end of the Fiscal Year, with testing to be complete by the end of January 2018.

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

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure



May 8, 2017

Certified Mail Tracking Number:
7016 1370 0002 3014 6809

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, Virginia 22314-2700

Dear Brian:

As a matter of general interest, the Postal Service plans to test three vendor pilot systems of the Advanced Letter Processing System (ALPS).

The objective of this initiative is to improve, to the maximum extent possible, the efficiencies associated with unloading, staging, moving, and outbound loading of letter trays in a Processing and Distribution Center (P&DC), and the sortation of the letters within those trays to a delivery point sequence (DPS) that puts the letters in carrier walk sequence.

The Postal Service has three vendors (Solystic, Siemens, and Toshiba) who have developed pilot systems that will be installed and tested in live processing sites. The system developed by Solystic will be tested in the Richmond, Virginia P&DC, the system developed by Siemens will be tested in the Manasota, Florida P&DC, and the system developed by Toshiba will be tested in the Oklahoma City, Oklahoma P&DC. The pilot systems will run multiple DPS zones to evaluate performance and implementation. Once the test is complete the systems will be removed. The Postal Service will then make a decision regarding possible production and purchasing.

The vendor pilot systems are scheduled to be installed by the end of the Fiscal Year, with testing to be complete by the end of January 2018.

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

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

JUL 13 2017

Per _____

LABOR RELATIONS



July 11, 2017

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

Certified Mail Tracking Number:
70133020000236172012

Dear Brian:

In compliance with the Memorandum of Understanding (MOU), *Re: Clerk Craft Jobs*, Section 4 and the Goldberg Arbitration Award dated April 21, the Postal Service plans to post 362 clerk craft duty assignments.

The positions will be posted as either Training Technicians (P7-07) or Human Resources (HR) Clerks (P7-06) in the following functions:

- HR Clerk – Safety
- HR Clerk – Labor Relations PS-06
- HR Clerk – Local Services/Complement Management
- HR Clerk – Health and Resource Management
- HR Clerk – Learning Development and Diversity

Enclosed are the referenced Standard Job Descriptions and Qualification Standards.

Please contact Shannon Richardson at extension 5842 with 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)

Enclosures

HUMAN RESOURCES CLERK - SAFETY PS-06

FUNCTIONAL PURPOSE

Performs administrative duties in the Human Resources Safety functions.

DUTIES AND RESPONSIBILITIES

1. Performs any one or a combination of the duties listed below.
2. Opens and reviews letters, emails and other correspondence pertaining to human resources Safety matters; scans, forwards and or otherwise processes in accordance with established policies and procedures.
3. Maintains various human resources records by performing such operations as scanning and filing employee records, posting actions taken concerning employees, adding names to and removing them from registers and rosters, and filing official papers in personnel folders.
4. Furnishes information to field employees and applicants (e.g., prepare letters, memos, and other documents) about Safety processes, policies and programs, through face-to-face, telephone, and or email interactions following established, documented procedures.
5. Establishes, stores, and archives sensitive electronic and paper files and records. Ensures the security of sensitive employee information, records, and files.
6. Enters, tracks, monitors, and reconciles data in computer database systems, according to established policies and procedures. Generates standard reports as necessary.

SUPERVISION

Supervisor of unit to which assigned.

SELECTION METHOD

Senior Qualified

(End of Document)

HUMAN RESOURCES CLERK - SAFETY PS-06
Occupation Code: 0203-0013

REQUIREMENTS

1. Human Resources Clerk - Non-Essential
Scale: Yes/No Qualification Proficiency: Yes
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 maintain records and prepare reports.
 - 2.#Ability to manage multiple tasks, ensuring they are completed accurately and in a timely manner.
 - 3.#Ability to work cooperatively and interact positively with co-workers and customers, exercising courtesy, discretion, and self-control.
 - 4.#Ability to handle confidential information and exercise proper discretion regarding sensitive matters.
 - 5.#Ability to communicate orally and in writing, in a clear and concise manner.
 - 6.#Ability to utilize computer systems to enter and update data, retrieve reports, and verify and reconcile information.
 - 7.#Ability to perform clerical and administrative support activities with attention to detail, ensuring that work is accurate and complete.

PHYSICAL REQUIREMENTS

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

(Continued on next page)

HR CLERK - LABOR RELATIONS PS-06

FUNCTIONAL PURPOSE

Performs administrative duties in the Human Resources Labor Relations functions.

DUTIES AND RESPONSIBILITIES

1. Performs any one or a combination of the duties listed below.
2. Opens and reviews letters, emails and other correspondence pertaining to human resources Labor Relations matters; scans, forwards and or otherwise processes in accordance with established policies and procedures.
3. Maintains various human resources records by performing such operations as scanning and filing employee records, posting actions taken concerning employees, adding names to and removing them from registers and rosters, and filing official papers in personnel folders.
4. Furnishes information to field employees and applicants (e.g., prepare letters, memos, and other documents) about Labor Relations processes, policies and programs, through face-to-face, telephone, and or email interactions following established, documented procedures.
5. Establishes, stores, and archives sensitive electronic and paper files and records. Ensures the security of sensitive employee information, records, and files.
6. Enters, tracks, monitors, and reconciles data in computer database systems, according to established policies and procedures. Generates standard reports as necessary.

SUPERVISION

Supervisor of unit to which assigned.

SELECTION METHOD

Senior Qualified

(End of Document)

HR CLERK - LABOR RELATIONS PS-06
Occupation Code: 0203-0014

REQUIREMENTS

1. Human Resources Clerk - Non-Essential
Scale: Yes/No Qualification Proficiency: Yes
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 maintain records and prepare reports.
 2. Ability to manage multiple tasks, ensuring they are completed accurately and in a timely manner.
 3. Ability to work cooperatively and interact positively with co-workers and customers, exercising courtesy, discretion, and self-control.
 4. Ability to handle confidential information and exercise proper discretion regarding sensitive matters.
 5. Ability to communicate orally and in writing, in a clear and concise manner.
 6. Ability to utilize computer systems to enter and update data, retrieve reports, and verify and reconcile information.
 7. Ability to perform clerical and administrative support activities with attention to detail, ensuring that work is accurate and complete.

PHYSICAL REQUIREMENTS

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

(Continued on next page)

HR CLERK - LOCAL SVC COMP MGMT PS-06

FUNCTIONAL PURPOSE

Performs administrative duties in the Human Resources Local Services/Complement Management function.

DUTIES AND RESPONSIBILITIES

1. Performs any one or a combination of the duties listed below.
2. Opens and reviews letters, emails and other correspondence pertaining to human resources Local Services/Complement Management matters; scans, forwards and or otherwise processes in accordance with established policies and procedures.
3. Maintains various human resources records by performing such operations as scanning and filing employee records, posting actions taken concerning employees, adding names to and removing them from registers and rosters, and filing official papers in personnel folders.
4. Furnishes information to field employees and applicants (e.g., prepare letters, memos, and other documents) about Local Services/Complement processes, policies and programs, through face-to-face, telephone, and or email interactions following established, documented procedures.
5. Assists with hiring and on-boarding activities. Creates requisitions, calls applicants, processes paperwork and NACI requests, creates the pre-screen files, schedules interviews, mails out hiring packets, inducts new employees, etc.
6. Establishes, stores, and archives sensitive electronic and paper files and records. Ensures the security of sensitive employee information, records, and files.
7. Enters, tracks, monitors, and reconciles data in computer database systems, according to established policies and procedures. Generates standard reports as necessary.

SUPERVISION

Supervisor of unit to which assigned.

SELECTION METHOD

Senior Qualified

(End of Document)

HR CLERK - LOCAL SVC COMP MGMT PS-06
Occupation Code: 0203-0015

REQUIREMENTS

1. Human Resources Clerk - Non-Essential
Scale: Yes/No Qualification Proficiency: Yes
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 maintain records and prepare reports.
 2. Ability to manage multiple tasks, ensuring they are completed accurately and in a timely manner.
 3. Ability to work cooperatively and interact positively with co-workers and customers, exercising courtesy, discretion, and self-control.
 4. Ability to handle confidential information and exercise proper discretion regarding sensitive matters.
 5. Ability to communicate orally and in writing, in a clear and concise manner.
 6. Ability to utilize computer systems to enter and update data, retrieve reports, and verify and reconcile information.
 7. Ability to perform clerical and administrative support activities with attention to detail, ensuring that work is accurate and complete.

PHYSICAL REQUIREMENTS

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

(Continued on next page)

HR CLERK - HEALTH & RESOURCE MGMT PS-06

FUNCTIONAL PURPOSE

Performs administrative duties in the Human Resources Health & Resource Management functions.

DUTIES AND RESPONSIBILITIES

1. Performs any one or a combination of the duties listed below.
2. Opens and reviews letters, emails and other correspondence pertaining to human resources Health & Resource Management matters; scans, forwards and or otherwise processes in accordance with established policies and procedures.
3. Maintains various human resources records by performing such operations as scanning and filing employee records, posting actions taken concerning employees, adding names to and removing them from registers and rosters, and filing official papers in personnel folders.
4. Furnishes information to field employees and applicants (e.g., prepare letters, memos, and other documents) about Health & Resource Management processes, policies and programs, through face-to-face, telephone, and or email interactions following established, documented procedures.
5. Establishes, stores, and archives sensitive electronic and paper files and records. Ensures the security of sensitive employee information, records, and files.
6. Enters, tracks, monitors, and reconciles data in computer database systems, according to established policies and procedures. Generates standard reports as necessary.

SUPERVISION

Supervisor of unit to which assigned.

SELECTION METHOD

Senior Qualified

(End of Document)

HR CLERK - HEALTH & RESOURCE MGMT PS-06
Occupation Code: 0203-0016

REQUIREMENTS

1. Human Resources Clerk - Non-Essential
Scale: Yes/No Qualification Proficiency: Yes
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 maintain records and prepare reports.
 2. Ability to manage multiple tasks, ensuring they are completed accurately and in a timely manner.
 3. Ability to work cooperatively and interact positively with co-workers and customers, exercising courtesy, discretion, and self-control.
 4. Ability to handle confidential information and exercise proper discretion regarding sensitive matters.
 5. Ability to communicate orally and in writing, in a clear and concise manner.
 6. Ability to utilize computer systems to enter and update data, retrieve reports, and verify and reconcile information.
 7. Ability to perform clerical and administrative support activities with attention to detail, ensuring that work is accurate and complete.

PHYSICAL REQUIREMENTS

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

(Continued on next page)

HR CLERK - LEARN DVLPMT & DIVERSITY PS-06

FUNCTIONAL PURPOSE

Performs administrative duties in the Human Resources Learning Development & Diversity functions.

DUTIES AND RESPONSIBILITIES

1. Performs any one or a combination of the duties listed below.
2. Opens and reviews letters, emails and other correspondence pertaining to human resources Learning Development & Diversity matters; scans, forwards and or otherwise processes in accordance with established policies and procedures.
3. Maintains various human resources records by performing such operations as scanning and filing employee records, posting actions taken concerning employees, adding names to and removing them from registers and rosters, and filing official papers in personnel folders.
4. Furnishes information to field employees and applicants (e.g., prepare letters, memos, and other documents) about Learning Development & Diversity processes, policies and programs, through face-to-face, telephone, and or email interactions following established, documented procedures.
5. Establishes, stores, and archives sensitive electronic and paper files and records. Ensures the security of sensitive employee information, records, and files.
6. Enters, tracks, monitors, and reconciles data in computer database systems, according to established policies and procedures. Generates standard reports as necessary.

SUPERVISION

Supervisor of unit to which assigned.

SELECTION METHOD

Senior Qualified

(End of Document)

HR CLERK - LEARN DVLPM T & DIVERSITY PS-06
Occupation Code: 0203-0017

REQUIREMENTS

1. Human Resources Clerk - Non-Essential
Scale: Yes/No Qualification Proficiency: Yes
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 maintain records and prepare reports.
 2. Ability to manage multiple tasks, ensuring they are completed accurately and in a timely manner.
 3. Ability to work cooperatively and interact positively with co-workers and customers, exercising courtesy, discretion, and self-control.
 4. Ability to handle confidential information and exercise proper discretion regarding sensitive matters.
 5. Ability to communicate orally and in writing, in a clear and concise manner.
 6. Ability to utilize computer systems to enter and update data, retrieve reports, and verify and reconcile information.
 7. Ability to perform clerical and administrative support activities with attention to detail, ensuring that work is accurate and complete.

PHYSICAL REQUIREMENTS

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

(Continued on next page)

RECEIVED

JUL 10 2017



Per _____

July 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 plans to integrate MyUSPS with the Informed Delivery portal. After integration, consumers will have the ability to view delivery notifications for letter mail and packages.

Key features include:

- One name—"Informed Delivery" for mail and packages
- One sign-up process
- One set of Terms and Conditions
- One user interface
- One customer service point of contact

We have enclosed a copy of the two standup talks and a fact sheet that will be distributed to support this integration.

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 Policies and Programs

Enclosures



PLEASE PRINT, READ, CERTIFY & POST THIS STANDUP TALK

Informed Delivery® Standup Talk - For Immediate Distribution FOR ALL EMPLOYEES

What is Informed Delivery?

Informed Delivery is an optional, free feature that provides eligible residential consumers with digital previews of their household's letter-sized mailpieces that will be arriving soon.

- This feature helps maintain the relevancy of physical mail in today's highly digital environment.
- Informed Delivery offers consumers the convenience of seeing what is coming to their mailbox – anytime, anywhere. Through this feature, USPS® is making mail a more valuable and effective communication channel.

USPS Expands Informed Delivery Nationwide

Following a successful pilot, the Postal Service expanded Informed Delivery to the majority of ZIP Code™ locations across the country in April 2017. Interested consumers can visit informeddelivery.usps.com to check if the feature is available in their ZIP Code area.

What is Changing?

This summer, My USPS® and Informed Delivery functionalities will be integrated online and in the USPS Mobile® application, offering users the ability to interact with their incoming letter-sized mail and packages. For items with USPS Tracking®, users will be able to view delivery status, provide delivery instructions, manage their notifications, and schedule a redelivery from the dashboard.

Key features include:

- One name – “**Informed Delivery**” for both mail and packages
- One sign-up process for both mail and packages
- One set of Terms & Conditions
- One user interface
- One customer service point of contact

Informed Delivery will be the single point of entry for users to view notifications for both their mail and packages from their smartphone, tablet, or computer.

How Can We or Consumers Sign Up?

- To sign up for Informed Delivery, create a personal account on usps.com® (if you don't already have one).
- Once signed up or signed into your account, go to “My Preferences” and follow the on-screen prompts to see if your individual delivery address is eligible for Informed Delivery. Some multi-unit buildings may not be eligible for the feature at this time.
- As a reminder, participation is optional and sign up must be completed outside of work hours. An identity verification process is required to participate.

STATION CERTIFICATION:

Station Name _____

Date Service Talk Given _____

Coordinator (Signature) _____

Management Coordinator (Signature) _____



STAND-UP TALK

Informed Delivery® Expansion and Integration with My USPS®

USPS® doing something new – and digital – with mail! Informed Delivery is an optional, free feature that provides eligible residential consumers with digital previews of their incoming letter-sized mail.

This feature offers consumers the convenience of seeing what is coming to their mailbox – anytime, anywhere. Through this feature, USPS is making mail a more valuable and effective communication channel. These images are available via email notification or an online dashboard.

Following a successful pilot, the Postal Service expanded Informed Delivery to the majority of ZIP Code™ locations across the country in April 2017. Interested consumers can visit informeddelivery.usps.com to check if the feature is available in their ZIP Code area.

This summer, Informed Delivery and My USPS functionalities will be integrated online and in the USPS Mobile® application, offering users the ability to interact with their incoming letter-sized mail and packages. For items with USPS Tracking®, users will be able to view delivery status, provide delivery instructions, manage their notifications, and schedule a redelivery from the dashboard. **Informed Delivery** will be the single point of entry for users to view notifications for both their mail and packages from their smartphone, tablet, or computer.

To sign up for Informed Delivery, create a personal account on usps.com® (if you don't already have one). Once signed up or signed into your account, go to "My Preferences" and follow the on-screen prompts to see if your individual delivery address is eligible for Informed Delivery. An identity verification process is required to participate. As a reminder, participation is optional and sign up must be completed outside of work hours.

Thank you for your time and support as we expand this exciting consumer feature!

Informed Delivery®

Fact Sheet

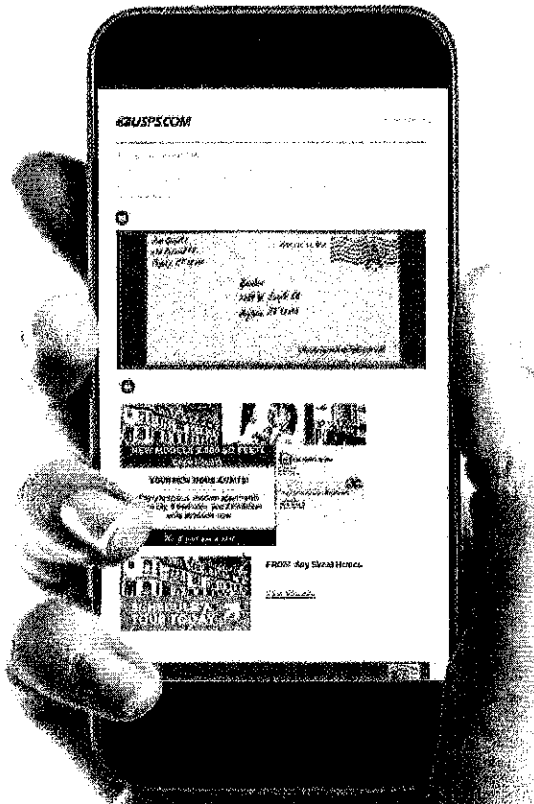
Informed Delivery to Feature Both Mail and Package Notifications Coming Soon: Notifications on One Integrated Dashboard!

Today, Informed Delivery provides eligible residential consumers with digital previews of their incoming mail, and My USPS® provides information about incoming packages and other items with USPS Tracking®.

This summer, My USPS and Informed Delivery will be integrated, offering consumers the ability to interact with their incoming mail and packages in one convenient location. Key features:

- One name – “**Informed Delivery**” for mail and packages
- One sign-up process
- One set of Terms & Conditions
- One user interface
- One customer service point of contact

Once the integration is complete, Informed Delivery will be the single point of entry for consumers to view notifications for both their mail and packages, creating a better user experience. Informed Delivery can be accessed on a smartphone, tablet, or computer.



Frequently-asked questions and responses:

What is Informed Delivery?

Informed Delivery provides eligible residential consumers with a digital preview of their household's incoming mail arriving soon. Users can view greyscale images of the exterior, address side of incoming letter-sized mailpieces via email or an online dashboard. This feature is offered at no cost and is now available to consumers in the majority of ZIP Codes™ across the country.

Why are these changes occurring?

Informed Delivery and My USPS are merging into one feature to improve the user experience and provide consumers the convenience of viewing their letter-sized mailpieces and managing their packages and other tracked items on an integrated dashboard.

Are new functionalities being added?

Not at this time. The benefits available in My USPS today will become part of Informed Delivery.

For items with USPS Tracking, users will be able to view delivery status, provide delivery instructions, manage their notifications, and schedule a redelivery from the dashboard.

The My USPS brand will be retired and all features previously available in My USPS will become part of Informed Delivery.

Will users still be required to verify their identity?

Yes. The ability to sign up for Informed Delivery is dependent on a consumer living at an eligible residential address and the ability to verify his or her identity.

What should I tell my customers?

This summer, Informed Delivery users will be able to view their mailpiece images and manage their packages on an integrated dashboard. Customers currently enjoying mail or package features via My USPS will automatically receive all the benefits of Informed Delivery if they live in an eligible ZIP Code location.

Users may opt-out of receiving email notifications by updating their preferences on the dashboard at informedelivery.usps.com or by using the link provided at the bottom of their notification email.

Restricted Information for Internal USPS Use Only – Do Not Duplicate or Forward – May 2017

informedelivery.usps.com

LABOR RELATIONS



RECEIVED

JUL 10 2017

Per _____

July 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, beginning in late July, the Postal Service will mail a letter to all employees with military service on record who have not completed a "Military Buy Back" (i.e. made a deposit to receive credit for their military service for retirement purposes.)

The letter describes the Military Buy Back process and outlines the necessary steps an employee must take to complete it.

We have enclosed a copy of the subject letter.

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 Policies and Programs

Enclosure

HUMAN RESOURCES



DD/MM/YYYY

[Name]
[Street Address]
[City], [State] [Zip]

Dear [Name],

As a veteran of the United States Armed Forces, I want to thank you for your service to our country. We appreciate and are proud that you have chosen to continue to serve our nation with the Postal Service.

I also want to make sure you are aware that your military service time may apply toward your pension, increasing the amount you receive in retirement. However, you need to take action to take advantage of this opportunity.

To receive credit for your military service, you must make a deposit, also called Military Buy Back (MBB), for your periods of active military service. Completing the MBB process will add your active, honorable service time to your civilian service time for retirement purposes. This means that you may be able to retire sooner and receive a higher annuity.

For the first three years of civilian career service, the MBB will be interest free, so it is important to start this process as soon as possible. If you begin the MBB process after your three year interest free grace period, you may owe interest on the amount of your military earnings. **The earlier you initiate the military deposit process, the less interest you are likely to owe.** All military service must be honorable or general service to be eligible for buy back.

To begin the MBB process, contact the HR Shared Service Center (HRSSC) at 1-877-477-3273, Option 5, and follow the prompts. You will need a copy of the appropriate DD 214 (Certificate of Release or Discharge from Active Duty) to complete the MBB process. If you do not have the required DD 214(s), you can learn more about how to order a copy at <http://vetrecs.archives.gov>.

If you are currently having payroll deductions taken from your salary for your military service time, you must complete all payments prior to separation or retirement to receive credit for your period(s) of service.

If you have questions at any time, please contact the HR Shared Service Center at 1-877-477-3273, Option 5.

Thank you again for your service.

Jeffrey C. Williamson
Chief Human Resources Officer

475 L'ENFANT PLAZA SW
WASHINGTON, DC 20260-4210

RECEIVED

JUL 10 2017



Per _____

July 6, 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 a new "TSP-EZ" worksheet for use by employees who are not currently participating in the Thrift Savings Plan.

We plan to provide the worksheet to employees at the Washington D.C. P&DC (Curseen Morris) during the week of July 17. After collecting information concerning the effectiveness of the worksheet and making any necessary modifications, we plan to complete a nationwide mailing of the worksheet in August. Employees who choose to complete the worksheet may submit it using a provided postage-paid envelope.

We have enclosed a copy of the TSP-EZ worksheet and a memo from Erica Hayton, Manager, Benefits and Wellness, concerning this matter.

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 Policies and Programs

Enclosures



July 5, 2017

Employee Organization Stakeholders,

As follow up to our recent discussion on promoting the Thrift Savings Plan to our employees, and as part of our on-going effort to reach employees through a variety of TSP-related communications and resources, we have developed a "TSP-EZ" worksheet. The worksheet is intended to provide employees not currently participating in TSP an easy way to start contributing. It was created using research from the Social and Behavioral Sciences Team, a subcommittee of the National Science and Technology Council, from its partnership with the Department of Defense to increase TSP enrollment at the DOD.

We intend to send this worksheet to Postal employees not currently participating in TSP with a pre-stamped envelope for returning the worksheet. Employees will also continue to have the option to enroll, or make changes to their enrollment, at any time via PostalEASE online or by calling 1-877-477-3273.

Thank you for your continued support of our efforts to increase the TSP participation rate of our employees.

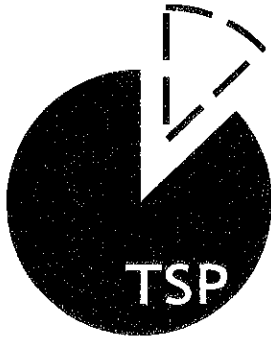
A handwritten signature in cursive script that reads "Erica Hayton".

Erica Hayton
Manager, Benefits & Wellness



DON'T LEAVE MONEY ON THE TABLE

Enroll in the Thrift Savings Plan (TSP) with maximum match from USPS*.



7 out of 8 eligible Postal Service employees are already contributing to TSP. Don't be left behind.

How do I participate?

- (1) Complete the attached TSP-EZ worksheet.
- (2) Pick a contribution level. If you do at least 5%, you will get the maximum match from the Postal Service.*
- (3) Sign the form and return it using the pre-stamped envelope. It's simple!

Example Contribution

Rob just became a career employee with a base salary of \$45,000. He decided to contribute 5% of his paycheck — about \$87—to TSP. This allowed him to take advantage of the full match by the Postal Service, getting an additional \$87 put into his TSP savings account every pay period. That is a total of \$174 in TSP savings every pay period—for only \$87 of his own money!

What Is TSP?

TSP (Thrift Savings Plan) is like a 401(k) retirement-savings plan but is available only for federal-government employees. The great thing is that USPS will match your contributions up to an amount equal to 5% of your salary!*

Questions?

Contact the Human Resources Shared Services Center at 1-877-477-3273, Option 5, or get more information from the TSP publication, Summary of the Thrift Savings Plan, at www.tsp.gov.

*Matching contributions are only available for employees covered by the FERS retirement plan.



THRIFT SAVINGS PLAN (TSP) NEW PARTICIPANT WORKSHEET

**TSP-EZ
USPS**

Postal Service employees who do not participate in TSP currently may use this worksheet to enroll in TSP.
Current TSP participants who wish to change their TSP elections must use PostalEASE.

**TO BEGIN SAVING FOR YOUR RETIREMENT, COMPLETE, SIGN, AND RETURN THIS WORKSHEET
IN THE PRE-STAMPED ENVELOPE**

EXAMPLE: FOR A BASE SALARY OF \$45,000
(See back for additional base salary examples)

<u>YOU DECIDE TO SAVE</u>	+	<u>THEN USPS WILL MATCH</u>	=	<u>NOW YOU'RE SAVING</u>
5% (or \$87)		\$87		\$174
of your paycheck in Traditional TSP		and put it into your TSP account per paycheck*		every pay period for <i>ONLY</i> \$87 of your own money!

*Matching contributions are only available up to 5% and for employees covered by the FERS retirement plan

I. CONTRIBUTION CHECK ONE:

YES, I CHOOSE TO ENROLL AND SAVE *(Fill out your contribution below and Section II)*

Note: Contributing 5% or more allows you to take advantage of the full match amount

1. Traditional Contribution[†]: _____ % OR \$ _____ of my paycheck

2. Roth Contribution[†]: _____ % OR \$ _____ of my paycheck

[†] See back for explanation of Traditional and Roth contributions

NO, I CHOOSE NOT TO ENROLL

7 OUT OF 8 ELIGIBLE POSTAL SERVICE EMPLOYEES ALREADY CONTRIBUTE TO TSP. DON'T LEAVE MONEY ON THE TABLE. ENROLL IN TSP TODAY. IT'S SIMPLE!

II. EMPLOYEE INFORMATION & SIGNATURE

3. _____
Name (Last) (First) (Middle)

4. _____
Street Address City State Zip Code

5. _____ 6. (_____) _____
Employee Identification Number (EIN) Phone (optional)

(Or if you don't know your EIN, provide the last 4 of SSN, optional)

7. _____
E-mail Address (optional)

8. _____ 9. ____/____/____
Employee Signature Date Signed

Privacy Act Statement: Your information will be used to process your request for enrollment as a new participant into the Thrift Savings Plan. Collection is authorized by 39 U.S.C. 401, 410, 1001, 1003, and 1005. Providing the information is voluntary, but if it is not provided, we may not process your request. We may only disclose your information as follows: in relevant legal proceedings; to law enforcement when the 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; and to the Merit Systems Protection Board or Office of Special Counsel. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

ADDITIONAL

BASE SALARY EXAMPLES

Following examples are for Traditional TSP

You get to save this
much in TSP



Base salary is	Amount you save out of your paycheck	USPS match per pay period*	Total amount saved per pay period
\$45,000	3% or \$52	\$52	\$104
	5% or \$87	\$87	\$174
	10% or \$173	\$87	\$260
\$50,000	3% or \$58	\$58	\$116
	5% or \$96	\$96	\$192
	10% or \$192	\$96	\$288
\$55,000	3% or \$63	\$63	\$126
	5% or \$106	\$106	\$212
	10% or \$212	\$106	\$318

*Matching contributions are only available for employees covered by the FERS retirement plan



For only this much out of
your own pocket

TRADITIONAL VS. ROTH CONTRIBUTIONS

You may contribute to Traditional or Roth TSP, or contribute to both.

Traditional contributions come out of your pay *before* income taxes are calculated. You pay income taxes on the contributions and their earnings when you withdraw them.

Roth contributions are made from your pay *after* taxes. Withdrawals of Roth contributions are tax-free. The earnings on your Roth contributions are also tax-free, as long as you meet the requirements.

Note: All USPS matches are Traditional contributions.

OTHER INFORMATION

- You may start, stop, or change your contributions at any time
- All contributions, as default, are invested in the Lifecycle Fund (also called the "L-Fund"). Contact 1-877-968-3778 if you wish to change your fund(s).

QUESTIONS?

Contact the Human Resources shared Services Center at 1-877-477-3273, Option 5.

You may also find more information in the TSP publication, *Summary of the Thrift Savings Plan* (www.tsp.gov)

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JUL 10 2017

LABOR RELATIONS



Per _____

July 6, 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 Employee and Labor Relations Manual (ELM), Section 530, *Life Insurance Program*, Section 560, *Civil Service Retirement Program*, Section 580, *Federal Employees Retirement System*, and Section 590, *Thrift Savings Plan*.

The purpose of the revisions is to remove outdated references to cost of living adjustments from definitions of basic pay found in Chapter 5 of the ELM.

We have enclosed two copies of the subject revisions, one with and one without changes identified.

Please contact Bruce Nicholson at 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 Policies and Programs

Enclosures

Proposed ELM Chapter 5 Revisions

532 Coverage

532.1 Based on Pay

532.11 Full-Time Employees

Full-time employees are covered by an amount of basic insurance (and an equivalent amount of accidental death and dismemberment insurance) based on their annual basic pay in effect at the end of any given pay period. The insurance of an employee who dies while serving in a higher level position is based on the basic pay of the higher level position. (Basic pay for insurance purposes excludes such additional pay as ~~cost-of-living-adjustments (COLA)~~, overtime pay, holiday pay, etc.)

532.2 Amount

532.21 Basic Insurance

532.12 Part-Time Employees

Employees who are paid at other than an annual rate are covered by an amount of basic insurance (and an equivalent amount of accidental death and dismemberment insurance) based on an annual rate determined as follows:

Part-time regular. The annual basic pay of part-time regular schedule employees is computed by multiplying the basic hourly rate of pay for their levels and steps (~~excluding COLA~~) by the number of scheduled hours of service in a 52-week work year.

Part-time flexible. The annual basic pay of part-time flexible schedule employees is computed by multiplying the basic hourly rate of pay for their level and step (~~excluding COLA~~) by 2,000 hours.

Note: Effective July 21, 1985, as a result of the 1984 collective-bargaining agreements, the number of hours used in converting the basic hourly rate of pay to an annual rate for life insurance purposes changed from 2,008 to 2,000 hours.

532.222 Option B — Additional

Option B — Additional may be elected in an amount equal to one, two, three, four, or five times the employee's annual rate of basic pay (~~excludes COLA~~) after first rounding to the next higher multiple of \$1,000 if the pay is not an exact multiple of \$1,000. A "multiple" under Option B is limited to no more than the annual rate of basic pay payable to positions at Level II of the Executive Schedule (section 5313, Title 5, U.S. Code) rounded to the next higher \$1,000. There is no accidental death and dismemberment coverage.

Option B — Additional may be continued after retirement.

538.3 Claims

538.31 Death of Insured Employee

538.312 SF 2821

Proper completion of SF 2821 includes the following:

a. Installation heads certify SF 2821, Agency Certification of Insurance Status, promptly and accurately. Particular attention is given to assuring that basic pay, as shown in Item 8, is accurate and does not contain ~~temporary COLA~~, overtime pay, holiday pay, etc.

Proposed ELM Chapter 5 Revisions (cont.)

538.322 SF 2821

In completing SF 2821:

a. Employing offices (1) show annual basic pay for insurance purposes (not reduced by annuity allocable to the period of reemployment), (2) enter the words "Reemployed Annuitant", and (3) enter the CSA or CSI number under the deceased person's name.

b. Installation heads (or designees) certify each SF 2821 for accuracy and assure that annual basic pay in Item 8 is correct, and excludes temporary COLA, overtime pay, holiday pay, etc.

566 Annuity Computation

566.1 Effective Dates

566.252 Basic Pay

Basic pay for retirement purposes includes higher level pay but does not include ~~cost-of-living adjustments (COLA, TCOLA)~~, overtime pay, night differential, military pay, allowances, premium pay, or lump-sum terminal leave benefits.

586 Annuity Computation

586.1 Effective Date

586.252 Basic Pay

Basic pay for retirement purposes includes higher level pay but does not include ~~cost-of-living adjustments (COLA, TCOLA)~~, overtime pay, night differential, military pay, allowances, premium pay, or lump-sum terminal leave benefits.

592 Contributions

592.1 Basic Pay

592.1 Basic Pay

All contributions to the TSP are based on basic pay. Basic pay includes higher level pay but does not include ~~cost-of-living adjustments (COLA, TCOLA)~~, overtime pay, night differential, military pay, allowances, premium pay, or lump-sum terminal leave payments.

Proposed ELM Chapter 5 Revisions

532 Coverage

532.1 Based on Pay

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Full-time employees are covered by an amount of basic insurance (and an equivalent amount of accidental death and dismemberment insurance) based on their annual basic pay in effect at the end of any given pay period. The insurance of an employee who dies while serving in a higher level position is based on the basic pay of the higher level position. (Basic pay for insurance purposes excludes such additional pay as overtime pay, holiday pay, etc.)

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Option B — Additional may be continued after retirement.

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Proper completion of SF 2821 includes the following:

a. Installation heads certify SF 2821, Agency Certification of Insurance Status, promptly and accurately. Particular attention is given to assuring that basic pay, as shown in Item 8, is accurate and does not contain, overtime pay, holiday pay, etc.

Proposed ELM Chapter 5 Revisions (cont.)

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586.1 Effective Date

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Basic pay for retirement purposes includes higher level pay but does not include , overtime pay, night differential, military pay, allowances, premium pay, or lump-sum terminal leave benefits.

592 Contributions

592.1 Basic Pay

592.1 Basic Pay

All contributions to the TSP are based on basic pay. Basic pay includes higher level pay but does not include overtime pay, night differential, military pay, allowances, premium pay, or lump-sum terminal leave payments.



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Per _____

July 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 Handbook AS-805, *Information Security*.

The subject revisions expand the purpose of Handbook AS-805 and add authorized contractors to the list of employees who can serve as Functional System Coordinators. Additionally, the revisions clarify that both background investigations and security clearances may be needed to access certain Postal Service information resources.

We have enclosed two copies of the subject revisions, one with and one without changes identified.

Please contact Bruce Nicholson at 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 Policies and Programs

Enclosures

NAPS NOTE:

This document is over 200 pages, NAPS recommends you visit U.S. Postal Service website and search Handbook AS-805 if you wish to review.