

LABOR RELATIONS



March 13, 2017

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

RECEIVED
MAR 14 2017
Per _____

Dear Brian:

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

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

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

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

Sincerely,

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

Alan S. Moore
Manager
Labor Relations Policy and Programs

Enclosures

March 10, 2017

Sales Retention Team:

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

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

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

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

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

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

With Warm Regards,

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

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

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

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

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

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

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



March 7, 2017

MAR 7 2017
FBI

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

Dear Brian:

As a matter of general interest, the Postal Service is creating Statistical Programs (SP) Letter #3, Fiscal Year 2017, *City Carrier Cost System; Rural Carrier Cost System; In-Office Cost System; Transportation Cost Systems; Origin-Destination Information System—Revenue, Pieces, and Weight; System for International Revenue and Volume, Outbound—International Origin-Destination Information System; System for International Revenue and Volume, Inbound; and Statistical Programs Management*

The subject letter outlines changes to the "Indicia" and "FSS Marking" screen recordings. It also provides an update to the procedures for canceling on-site tests.

We have enclosed a final draft copy of SP Letter #3, FY 2017.

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 Policy and Programs

Enclosure



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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

March 15, 2017

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

RE: Sales Retention Team (SRT) Center Briefing Request

Dear Bruce,

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

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

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

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

Best regards,

Brian J. Wagner
National President

LABOR RELATIONS



March 13, 2017

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

Dear Brian:

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Alan S. Moore
Manager
Labor Relations Policy and Programs

Enclosures

March 10, 2017

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RECEIVED

MAR 09 2017

Per _____

March 8, 2017

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

**Certified Mail Tracking Number:
7016 1370 0002 3014 1361**

Dear Brian:

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

Enclosed for your review are the following materials/documents:

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

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

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures



March 14, 2017

RECEIVED
MAR 17 2017
Per _____

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 January 27 notice concerning the testing of mobile shelving units in 2-Ton vehicles at the Mount Oliver Station Pittsburgh, Pennsylvania.

Baseline data collection has been completed. Testing is scheduled to begin the week of April 3, with training to begin the week of March 20.

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

Sincerely,

A handwritten signature in cursive script, appearing to read "Alan S. Moore".

for Alan S. Moore
Manager
Labor Relations Policy and Programs

MAR 17 2016



RECEIVED
MAR 17 2017
Per _____

March 15, 2017

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

**Certified Mail Tracking Number:
7016 1370 0002 3014 5512**

Dear Brian:

As a matter of general information, the Office of Inspector General will be installing people-counting devices at several Post Offices in the Northern Virginia District. The devices are small, battery operated sensors that will be mounted on either side of an entrance. They will count the number of people coming in and out of the facility. The devices do not connect to a network and do not record audio or video.

The devices are scheduled to be installed in 15-20 offices the week of March 27 and will remain installed for approximately 2-3 weeks. After completion of the information gathering, the devices will be removed and a determination will be made if they will be temporarily installed in additional locations.

There is no anticipated impact on bargaining unit employees. Enclosed please find a list of potential site locations.

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

Sincerely,

fw Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure

Unit Name	Address	City	Zip
FCC-MAIN OFFICE	800 W BROAD ST	FALLS CHURCH	22046
ALX-PARK FAIRFAX STN	3682 KING ST	ALEXANDRIA	22302
ARL-NORTH STA	2200 N GEORGE MASON DR	ARLINGTON	22207
ARL-MAIN OFFICE	3118 WASHINGTON BLVD	ARLINGTON	22201
WDB-PRINCE WILLIAM BR	3360 POST OFFICE RD	WOODBIDGE	22195
LSB-MAIN OFFICE	25 CATOCTIN CIR SE	LEESBURG	20175
MNS-MAIN OFFICE	8801 SUDLEY RD	MANASSAS	20110
MERRIFIELD WINDOW	8409 LEE HWY	MERRIFIELD	22116
FRONT ROYAL	120 E 3RD ST	FRONT ROYAL	22630
WNC-MAIN OFFICE	340 N PLEASANT VALLEY RD	WINCHESTER	22601
GAINESVILLE	14689 LEE HWY	GAINESVILLE	20155
BERRYVILLE	27 N CHURCH ST	BERRYVILLE	22611
CTR-MAIN OFFICE	14120A LEE HWY	CENTREVILLE	20120
STR-POTOMAC FALLS BRANCH	46164 WESTLAKE DR	STERLING	20165
ALX-COMMUNITY BRANCH	7676 RICHMOND HWY	ALEXANDRIA	22306
CTR-SULLY STATION	5003 WESTFIELD BLVD	CENTREVILLE	20120
ASHBURN	44715 PRENTICE DR	DULLES	20101
ARL-PRESTON KING STA	5877 N WASHINGTON BLVD	ARLINGTON	22205
HRN-MAIN OFFICE	590 GROVE ST	HERNDON	20170
ARL-EADS STATION	1720 S EADS ST	ARLINGTON	22206

MAR 20 2017

BW
3/23/17



March 13, 2017

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

**Certified Mail Tracking Number:
7013 0600 0000 6583 9437**

Dear Brian:

As a matter of general information, the Postal Service intends to expand the pilot of the Intelligent Parcel Induction Unit (IPIU) to three additional retail locations beginning in May. As previously informed by letter dated October, 7, 2016 (enclosed), the IPIU is an all-in-one-wall unit that allows customers to print postage labels, scan parcels to receive acceptance scan events, deposit parcels for shipment, and receive a receipt of the transaction. If successful, the IPIUs will become another component of the self-service technologies the Postal Service is developing to meet customer shipping needs and provide a physical solution for customer parcel acceptance.

The selected expansion sites are:

Chino Hills Post Office
14071 Peyton Dr
Chino Hills, CA 91709

Fargo Mail Office
657 2nd Ave N
Fargo, ND 58102

Bay Ridge Post Office
5501 7th Ave
Brooklyn, NY 11220

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

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure



October 7, 2016

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

**Certified Mail Tracking Number:
7015 0920 0000 3200 4423**

Dear Brian:

As a matter of general information, the Postal Service intends to pilot test the Intelligent Parcel Induction Unit (IPIU) at two retail locations beginning in November. The IPIU is an all-in-one-wall unit that allows customers to print postage labels, scan parcels to receive acceptance scan events, deposit parcels for shipment, and receive a receipt of the transaction. If successful, the IPIUs will become another component of the self-service technologies the Postal Service is developing to meet customer shipping needs and provide a physical solution for customer parcel acceptance.

The selected test sites are:

Merrifield Post Office
8409 Lee Highway
Merrifield, VA 22081-9998

Ormond Beach Post Office
260 Williamson Blvd
Ormond Beach, FL 32174-9998

Beginning in January of 2017, the Postal Service plans to install the IPIUs at additional test sites to be determined. These test sites will be stand-alone locations, where a customer can come in and complete postal transactions on their phone or conduct routine postal business through interactions with our GoPost units and Post Office boxes.

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)



March 20, 2017

RECEIVED
MAR 22 2017
Fed _____

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

Dear Brian:

This correspondence concerns our February 28 notification regarding the revision of PS Form 2574, *Resignation/Transfer from the Postal Service*.

Please note that we are amending the section at the bottom of page one concerning withdrawal of a resignation. Specifically, we are adding BRHGP1@usps.gov as the email address employees may use to withdraw a resignation request.

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 Policy and Programs



March 10, 2017

RECEIVED
MAR 22 2017
Per _____

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 8 correspondence concerning a spring marketing campaign featuring Postal Service delivery personnel.

Through March 20, Postal Service delivery personnel who speak Spanish may apply to be featured in a television commercial.

The link for employees to submit audition tapes is:

<https://app.smartsheet.com/b/form?EQBCT=f51867912a0945e1af33a67d0507d386>.

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

Sincerely,

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

Alan S. Moore
Manager
Labor Relations Policy and Programs

503 27-17

LABOR RELATIONS



March 22, 2017

RECEIVED
MAR 27 2017
Per _____

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

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

Gentlemen: *Brian*

As a matter of general information, the Postal Service plans to implement a system enhancement to the Performance Evaluation System (PES) in early May 2017. The enhancement will notify an employee when a profile change is made by someone other than the employee. PES Coordinators typically make changes to employee profiles when those profiles are mapped to an incorrect scorecard.

It is important that the employee verify the change once a notification is received. If an employee determines additional changes are needed, the employee should discuss those changes with his/her evaluator prior to contacting the PES Coordinator.

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

Sincerely,

Bruce A. Nicholson
Manager
Labor Relations Policy Administration

RECEIVED

SW
3-22-17

MAR 27 2017



Per _____

March 24, 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 pilot test a revision to PS Form 3849, *Delivery Notice/Reminder/Receipt*.

The revisions include renaming PS Form 3849 to "We ReDeliver for You!" in an effort to better describe the form's purpose.

The pilot test is scheduled to run from April 1 through April 30 at the following Northern Virginia District locations:

- Manassas Main Office, Manassas, Virginia 20110
- Vienna Main Office, Vienna, Virginia 22180
- Prince William Post Office, Woodbridge, Virginia 22193

During the test, city letter carriers, rural letter carriers, PO box clerks, and sales and service associates will use revised PS Form 3849 in the same basic manner as the current form. Participating employees and customers will be asked for feedback. Test results to help determine the effectiveness and ease of use of the revised form.

Enclosed are copies of following materials that will be used during the pilot test:

- *Briefing Sheet*
- *Revised PS Form 3849 We ReDeliver for You!*
- *PS Form 3849, We ReDeliver for You! Carrier's Standard Work Instructions*
- *Delivery Service Talk, Revised PS Form 3849 We ReDeliver for You!*
- *Retail Service Talk, Revised PS Form 3849 - We ReDeliver for You!*
- *Frequently Asked Questions (FAQs), Revised PS Form 3849 We ReDeliver for You!*
- *Carrier Survey Questionnaire, PS Form 3849 We ReDeliver for You!*
- *Sales and Service Associates (SSA) Survey Questionnaire, Revised PS Form 3849 We ReDeliver for You*

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

Sincerely,

Alan S. Moore
Manager
Labor Relations Policy and Programs

Enclosures



Briefing Sheet

PS Form 3849, *Delivery Notice/Reminder/Receipt*, has been revised to reflect a simpler format as well as specific instructions for Delivery personnel and Customers. After gathering feedback from customers and USPS employees (Clerks and Carriers) Shipping Products and Services collaborated with Legal, Delivery Operations, Retail Operations, Sales and Mail Package and Information Systems to create the new revised form which leverages existing technologies to streamline the process for leaving a delivery notice to our customers and to simplify the form.

A field pilot test will be conducted April 1, 2017 – April 30, 2017 in the following three locations in Northern VA:

- Manassas Main Office: 8801 Sudley Road, Manassas VA 20110-9998
- Prince William Post Office: 3360 Post Office Road, Woodbridge VA 22193-9998
- Vienna Main Office: 200 Lawyers Road, Vienna VA 22180-9998

Changes to the PS Form 3849:

- Form name changed from *Delivery Notice/Reminder/Receipt* to *We ReDeliver for You!*
- The layout is vertical rather than horizontal.
- Added a Quick Response Code (QR Code) to allow the customer to schedule redeliveries.
- Instructions are printed in a larger font making it easier to read.
- Package, Letter, or Large Envelope are the only options that describe the type of mailpiece; perishable and other have been removed from the form.
- The class of mail, Priority Mail Express, Certified Mail, etc., has been removed from the form.
- Items requiring payment is limited to two options: Postage Due and Customs; COD is no longer an option to indicate on the form.
- There is a barcode on the back for employees to link the mailpiece(s) to the form.
- Delivery personnel no longer are required to write the article number on the form.
- The form has a self-adhesive backing to conveniently stick it to the door when appropriate.
- If second notice is required, clerk must complete a new form, and then scan the mailpiece(s) to link them to the barcode on the back of the form first before giving it to the carrier for delivery.

Front of Form

The front of the form features the USPS logo and the slogan "We ReDeliver for You!". The main heading reads "Sorry we missed you while you were out." Below this, there is a section titled "About the missed delivery:" which includes fields for "Available for pickup after:" and "This is the:". A QR code is prominently displayed, with the text "We'll hold on to it until:" next to it. Below the QR code, there is a section titled "We have item/s for you which we could not deliver because:" followed by a list of reasons. At the bottom, there is a note: "Please see reverse for redelivery or pickup options." and the date "PS Form 3849, February 2017".

Back of Form

The back of the form contains instructions for redelivery or pickup. It starts with "Choose one option for redelivery or pickup." followed by a list of options: 1. On delivery (HOME), 2. I'd love a same day pickup while you're out (leave this to your discretion), 3. Please indicate on this date, and leave at (check one), 4. Home, 5. Pick up your mail piece (leave at work or school), 6. Sign up to manage your redeliveries at MyUSPS.com!, 7. Send someone to serve as your representative (pick up or deliver at your address), 8. Call us at 800 ASK USPS (ask us for help). Below the instructions is a section for "Delivery Notice" with checkboxes for "Delivered", "Not Delivered", and "Delivered Address". At the bottom, there is a USPS logo, a barcode, and the slogan "We ReDeliver for You!" with the date "PS Form 3849, February 2017".

Revised PS Form 3849 We ^{Re} Deliver for You!

UNITED STATES POSTAL SERVICE We ^{Re} Deliver for You!

Download MyUSPS APP

Sorry we missed you while you were out.

A Date: _____

B The item was sent by: _____

C It was sent to: _____

D At this address: _____

About the missed delivery:

It was a:

E Package Letter Large envelope


Available for pickup after:

F Date: _____

This is the:

G First attempt Final notice

H We'll hold on to it until: _____

I  For redelivery scan the QR code or go to usps.com/redelivery and enter the barcode number shown below.

J 1A2B 3C1A 2B3C 1A2B

We have item/s for you which we could not deliver because:

It requires a payment of \$ _____ for _____

K Postage due Customs

Receptacle full/item oversized

No secure location available

No authorized recipient available

Signature required (adult signature results at your risk)

L Other

Please see reverse for redelivery or pickup options.
PS Form 3849, February 2017

Front of Form

Instructions for Carrier:

- A** Write today's date.
- B** Write sender's or company's name.
- C** Write the name of the person receiving the item.
- D** Enter the address where the delivery was attempted.
- E** Select the type of mail. If more than one item, write the number of items attempted by type of mail.
- F** Write available pickup date.
- G** Write attempted delivery status.
- H** Write the date when the item will be returned to the sender.
- I** Carrier scans the barcode referenced in letter **I** to link the attempted mailpiece(s). When the Quick Response Code (QR Code) is scanned by the customer, they can schedule redelivery or track their items online.
- J** Carrier scans the barcode referenced in letter **J** to link the attempted mailpiece(s). When the customer goes to USPS.com they can schedule redelivery or track their item(s).
- K** If applicable, write down the exact postage amount due or select one of the reasons why the item was not delivered.
- L** Check "other" if the item doesn't apply to the list above.

UNITED STATES POSTAL SERVICE We ^{Re} Deliver for You!

PS Form 3849, February 2017 (Reverse)

Choose one option for redelivery or pickup.

M 1. Go online to USPS.com/redelivery

N 2. Let your carrier know when and where you'd like them to leave the item; then leave this form in your mailbox. (Sorry, not an option for Restricted Delivery or Adult Signature items)

O Please redeliver on this date: _____ and leave at (check one):

Front door Back door Porch Garage

Other: _____

P 3. Go to your local Post Office, located at:

West Springfield Post Office
6200 Rolling Rd
Springfield, VA 22152-9998

Q 4. Sign up to manage your redeliveries at MyUSPS.com

R 5. Send someone to serve as your representative to pick it up for you at your local Post Office. Sign below and provide the name of the person you want to pick up the item.


Addressee signature: _____

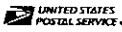
Name of representative: _____

S 6. Call us at: 800-ASK-USPS (800-274-8111)

T **Delivery Section**

Signature	X
Printed Name	_____
Delivery Address	_____

USPS  1A2B 3C1A 2B3C 1A2B

We ^{Re} Deliver for You! 

Back of Form

Instructions for Customer:

- M** Customer can go to USPS.com/redelivery via mobile or desktop to schedule redelivery.
- N** Customer can leave the form in the mailbox to have the items redelivered. (Not an option for Restricted Delivery or Adult Signature items).
- O** Customer writes the requested item redelivery date and selects one of the preferred listed locations to leave the item.
- P** Post Office's name and address where their item can be picked up.
- Q** The customer can open a MyUSPS.com account to manage redeliveries and other services.
- R** If the customer wants to send his or her representative to pickup the item, they must sign and provide the name of their representative.
- S** Contact the Enterprise Customer Care Center at 800-ASK-USPS to schedule redelivery.
- T** The customer may have to complete the Delivery Section if required.
- U** Customer can use barcode number to track attempted delivery item(s) at USPS.com.



Delivery Service Talk

Revised PS Form 3849, *We ReDeliver for You!*

I am pleased to share with you that the Postal Service has revised the PS Form 3849 (more commonly known as a Notice Left form). It has been simplified to be more user-friendly. Improved technology along with ever changing customer needs have made the revisions necessary. Our office has been selected to pilot the revised form. Your participation is critical to the Postal Service. The pilot test is scheduled to run from April 1st – April 30th.

While the old form served its purpose in the past, we believe you will be pleased with the updates. Revisions to the form allows us to provide more accurate and clear information to our customers regarding their package delivery and the options available for redelivery or pickup.

Along with this service talk, I will be displaying a poster to serve as a reference for Delivery Personnel to use if you have questions on how to complete the revised **PS Form 3849, *We ReDeliver for You!*** The poster will be displayed in the back office, out of the customer's sight.

Key features of the revised 3849 include:

1. More user friendly for our employees;
2. Easier for our customers to understand;
3. Simplified language to provide customers with a clear understanding of what has happened to their mailpiece and how they can retrieve it;
4. Vertical orientation;
5. A QR Code on the front for the customer to scan to see information regarding their mailpiece; you must continue to scan the barcode on the back to link the mailpiece to the form. It will no longer be necessary to write the article number on the new **PS Form 3849, *We ReDeliver for You!***; and
6. The form is self-adhesive to conveniently stick it to the door when appropriate.

Front of Form

The front of the form features the USPS logo at the top. Below it, a heading reads "Sorry we missed you while you were out." followed by a date and time stamp. A section titled "About the missed delivery:" provides details on the delivery attempt. A large QR code is prominently displayed in the center, with a note indicating it links to the MyUSPS.com website. At the bottom, there is a section for "We have item/s for you which we could not deliver because:" and a footer with the instruction "Please see reverse for redelivery or pickup options."

Back of Form

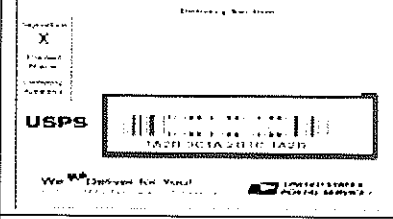
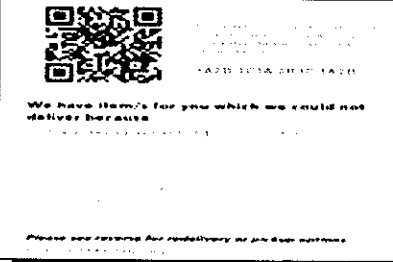
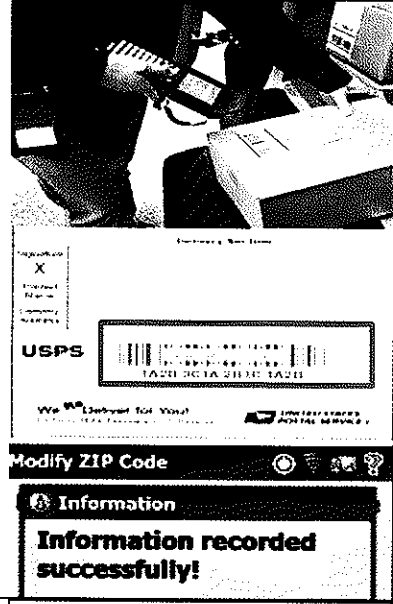
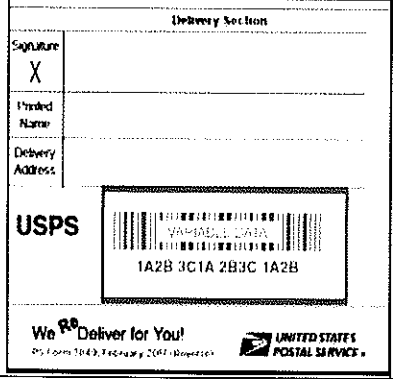
The back of the form contains a section titled "Choose one option for redelivery or pickup." with four numbered options: 1. Go online to USPS.com/redelivery, 2. Call your carrier, 3. Call 1-800-4USPS, and 4. Sign up to manage your redeliveries at MyUSPS.com. Below this is a "Delivery Section" with fields for "Signature" (with an X mark), "Printed Name", and "Delivery Address". At the bottom, there is a USPS barcode and the slogan "We ReDeliver for You!" along with the USPS logo.

PS Form 3849, *We ReDeliver for You!* Standard Work for Carriers

Office Handling of
the Form

Failed First Attempt

Redelivery

	Important Steps	Key Points	Reasons for Key Points
	<p>1. Enter the address in the Delivery section on the barcoded side of the form, for identification, in the office at the time articles are issued.</p>	<ul style="list-style-type: none"> This is the only portion of the form that should be completed in the office. Serves as a reminder that there is an article requiring a signature at this address. Place PS Form 3849 in proper case separation as a marker. 	<ul style="list-style-type: none"> The reminder prevents the carrier from having to back track for a forgotten item requiring a signature.
	<p>2. When you cannot obtain a signature for the mail piece a PS Form 3849 must be left for the customer.</p>	<ul style="list-style-type: none"> You should attempt delivery at the door and then begin completing the remainder of the front side of form. 	<ul style="list-style-type: none"> Informs the customer of the type of mailpiece(s), date, from whom it was sent, availability for pick up, and why we could not delivery their item.
	<p>3. Linking the mailpiece to the PS Form 3849.</p>	<ul style="list-style-type: none"> Scan the barcode(s) on the mailpiece(s). Select ATTEMPTED. Press enter on the scanner You will be prompted to select an event. You will be prompted to scan the barcode on the back of the PS Form 3849. Press enter; this will link the mailpiece(s) to the PS Form 3849. You will see: Information Recorded Successfully! Leave PS Form 3849 in the mailbox or on front door. 	<ul style="list-style-type: none"> You "NO" longer need to write the article number(s) on the PS Form 3849. Links the mailpiece(s) to PS Form 3849 for easy retrieval upon pickup. Provides the customer visibility to the mailpiece(s) when they scan the Quick Response Code on the front of the PS Form 3849. Let's you know that you have completed the process properly.
	<p>4. Customer requesting redelivery of PS Form 3849 mailpiece(s) by leaving the notice in their mailbox.</p>	<ul style="list-style-type: none"> You will pickup the PS Form 3849 from the customer's mailbox. You will return the form to the accountable clerk. You should redeliver the item(s) on the day specified You will leave the item(s) at the location specified by the customer. You will follow the normal delivery procedure when the delivery is made (scanning the barcode). 	<ul style="list-style-type: none"> Allows customers the convenience of having the mailpiece(s) redelivered at their convenience.



Retail Service Talk

Revised PS Form 3849 – *We ReDeliver for You!*

The Postal Service is testing a revised PS form 3849, *We ReDeliver for You!* (commonly known as Notice Left) in three locations in the Northern Virginia District (Manassas Main Office, Vienna Main Office, and Woodbridge/Prince William Office). The revised form provides customers with a clearer understanding of what has happened to their mailpiece and what options are available for redelivery or pickup. It also leverages existing USPS (Mail Package Info Systems) technology which eliminates the need for the delivery employee to write the article number on the form.

What Changed?

- The layout is vertical rather than horizontal.
- The instructions are printed in a larger font making it easier to read.
- Package, Letter, or Large Envelope are the only options that describe the type of mailpiece; Perishable and Other have been removed from the form.
- The class of mail, Priority Mail Express, Certified Mail, etc., have been removed from the form.
- Items requiring payment is limited to two options: Postage Due and Customs; COD is no longer an option to check off on the form.
- Continue to scan the barcode on the back to link the mailpiece to the form. No need to write the article number on the form.
- The form has a self-adhesive backing to conveniently stick it to the door when appropriate.
- If second notice is required, clerk must complete a new form, and then scan the mailpiece(s) to link to the barcode on the back of the form first before giving it to the carrier for delivery.

Impact to Retail?

- Human readable or typed text is no longer visible on the form that identifies whether the item(s) being picked up is Priority Mail Express, Certified Mail, Insured, Mail, etc.; therefore, it is imperative that all Post Offices have an IMD at the front window to scan the barcode on the PS Form 3849. This is the only way to determine what type of mailpiece is being picked up by the customer.

Customer Benefits?

- Customers can track the attempted item(s) and schedule a request to have the item(s) redelivered by simply scanning the Quick Response Code (QR Code) with their mobile device or by entering the barcode number from the form at www.USPS.com.

Purpose of Pilot Test?

- Study the feasibility of PS Form 3849 for national implementation.
- Ensure the carrier scans are linked properly.
- Ensure that the revised form design does not have an impact on Wait Time in Line (WTIL) at retail.
- Ensure customers can scan the QR Code and schedule redelivery.
- Acquire valuable feedback from customers and employees.

Example of the revised PS Form 3849, *We ReDeliver for You!*

Front

 **UNITED STATES POSTAL SERVICE** *We ReDeliver for You!*

Download MyUSPS APP
Available on the App Store and Google Play

Sorry we missed you while you were out.
We'll hold on to it until _____.

The item/s were delivered to _____
at _____
on _____.

About the missed delivery:
It was a _____
(Package) (Letter) (Large envelope)

Available for pickup after _____
(Date)

This is the _____
(First attempt) (Final notice)

We'll hold on to it until _____.



For redelivery, scan the QR code or go to usps.com/redelivery and enter the barcode number shown below.

1A2B 3C1A 2B3C 1A2B

We have item/s for you which we could not deliver because:

It requires a payment of \$ _____ for _____
(Insurance) (Postage)

Receipt with this item/s is required.
No one was home to accept it.
The recipient refused to accept it with a signature.
The item/s were damaged or unusable.

PS Form 3849, February 2017



Please see reverse for redelivery or pickup options.

Back

Choose one option for redelivery or pickup.


- Go online to [USPS.com/redelivery](https://usps.com/redelivery)
- Let your carrier know when and where you'd like them to leave the item, then leave this form in your mailbox.
(Sorry, not an option for Restricted Delivery or Adult Signature items)
Please redeliver on this date: _____ and leave at (check one):
 Front door Back door Porch Garage
 Other _____
- Go to your local Post Office, located at:
West Springfield Post Office
6200 Rolling Rd
Springfield, VA 22152-9998
- Sign up to manage your redeliveries at [MyUSPS.com](https://myusps.com)*
- Send someone to serve as your representative to pick it up for you at your local Post Office. Sign below and provide the name of the person you want to pickup the item.
Addressee signature: _____
Name of representative: _____
- Call us at 800-ASK-USPS (800-275-8777).

Delivery Section	
Signature	X
Printed Name	_____
Delivery Address	_____

VARIABLE DATA
1A2B 3C1A 2B3C 1A2B

We ReDeliver for You!
PS Form 3849, February 2017 (Reverse)



Frequently Asked Questions (FAQs)

PS Form 3849, *We ReDeliver for You!*

Q: What is PS Form 3849?

A: PS Form 3849 is the Redelivery Notice left for a customer when a mailpiece is undeliverable. This form tells the customer about the type of mailpiece, which delivery attempt the Carrier made, why the mailpiece was not left, and which delivery options are available. It provides the customer with options and information they need to either request a redelivery or pick up their mailpiece.

Q: Why was the form revised?

A: PS Form 3849 was redesigned to make the redelivery experience easier for USPS Carriers and Postal Service customers. The new form has many benefits including:

- Easier to read – larger font;
- Easier to follow – simpler instructions; and
- Includes a Quick Response (QR) Code – easy for customer to schedule redelivery

Q: What is a QR Code and how does it work?

A: One added feature of the form is a QR Code mailpiece. QR Codes are a type of barcode, shaped like a square, that when scanned, directs the scanner to additional information about the item to which it is attached. In the case of the 3849, when the Carrier scans the mailpiece(s) and then scans the QR Code on the form, they become linked together with the customer information within the USPS systems. The barcode on the form is linked to the QR Code so it now also holds all this information. This makes it possible for customers to scan the QR Code with their smart devices to quickly access www.USPS.com/ReDelivery and have the mailpiece information populated on the screen.

Q: Is this service available to businesses?

A: Both business and residential customers will be able to take advantage of the redesigned PS Form 3849. Businesses will likely only see the new form if they do not have a designated, safe delivery location and if their item requires a signature.

Q: Can a customer have someone else pick up their mailpiece for them?

A: Yes, this option is still available. The customer may designate someone they know to pick up their mailpiece at the local Post Office. The customer must sign the form in the appropriate section and write the name of the person who is picking the item up on their behalf. This option is not available for Registered Mail and mailpieces with Restricted Delivery.

Q: What if a customer is expecting redelivery of their item on a particular day but the mailpiece is not delivered that day?

A: If this happens, a customer may contact the Call Center at (800) 275-8777.

Q: How does PS Form 3849 differ from USPS Tracking?

A: PS Form 3849 requires a signature from the person receiving the mailpiece in order for it to be left when the customer is not available to accept it, while USPS Tracking simply requires the carrier to scan the barcode.

Q: What types of services require the first initial and last name of the recipient to be manually entered?

A: Priority Mail Express, Signature Confirmation, Firm sheet delivery, Certified Mail, Collect on Delivery (COD) Hold For Pickup (HFPU), and Registered Mail all require the first initial and last name of the recipient to be manually entered by the carrier in the Mobile Delivery Device (MDD).

Q: Can a carrier sign for a mailpiece linked to a PS Form 3849?

A: Carriers may sign for Return Receipt for Merchandise and Priority Express Mail provided a waiver of signature is indicated by the sender.

Q: If a PS Form 3849 requires a business delivery, can the signature reflect the business name or must a "person" sign for the mailpiece(s)?

A: An individual employee must sign for the pieces. The "business" cannot sign and carriers must be able to input the first initial and last name of the person signing for the delivery.

Q: Do all PS Form 3849 have barcodes?

A: Yes, all revised PS Form 3849s have barcodes.



**Carrier Survey Questionnaire
We ReDeliver For You!, PS Form 3849**

Opening Statement

The United States Postal Service is conducting a pilot test in the Northern Virginia area to see if it is beneficial to redesign the **We ReDeliver For You!, PS Form 3849** to better serve our carriers and customers. This brief survey will provide valuable feedback as we work together to improve our customer experience.

How would you describe the level of training you received for the We ReDeliver For You form pilot at your post office? Please select one.

- Excellent
- Very Good
- Good
- Fair
- Not Very Good
- Not Good at All
- I did not receive any training

Why do you say that? Please write your answer here.

What additional training would be helpful? Please write your answer here.

What type of customer experience do you think you were able to provide the customer regarding this We ReDeliver For You form? Please select one.

- Excellent
- Very Good
- Good
- Fair
- Not Very Good
- Not Good at All

Why do you say that? Please write your answer here.

Do you feel the changes to the We ReDeliver For You form are easier for customers to understand how to get their item(s)? Please write your answer below.

- If yes, why?

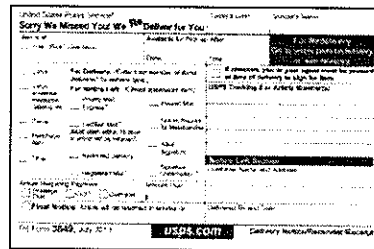
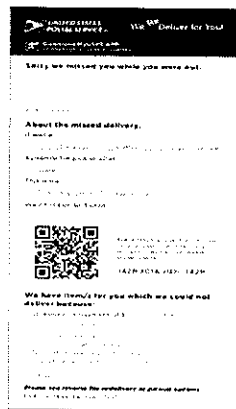
- If no, why?

How easy was it to fill out the We ReDeliver For You form? Please select one.

- Very easy
- Somewhat easy
- Not very easy
- Not at all easy

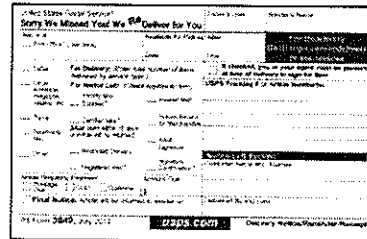
Why do you say that? Please write your answer here.

Which We ReDeliver For You form is easier for you to fill out? Please circle one.



Why was it easier? Please write answer below.

Which We ReDeliver For You form takes less time for you to fill out? Please circle one.



Which of the following item(s) did you leave a We ReDeliver For You form for today? Please select all that apply.

- Package
- Letter
- Large Envelope

Where did you leave the We ReDeliver For You form? Please select all that apply for today.

- Mailbox
- Left at front door
- Left at back door
- Left at side door
- Left on porch
- Left at garage
- Left with a neighbor
- Other – please specify

Please indicate how much you agree or disagree with each statement below about the revised We ReDeliver For You form. Please put an 'x' per row for your answer.

	Disagree Completely	Disagree Somewhat	Agree Somewhat	Agree Completely
The self-adhesive stuck to the surface well				
The self-adhesive was bothersome to use				
The form was easy to write on (no ink skips)				
The mail piece linked to the barcode on the back of the form				

Do you have any suggested improvements for the We ReDeliver For You form? Please write your response below.

I do not have any suggested improvements

Thank you for your time! Your opinion matters!



**Sales and Service Associate (SSA) Survey Questionnaire
We ReDeliver For You!, PS Form 3849**

Opening Statement

The United States Postal Service is conducting a pilot test in the Northern Virginia area to see if it is beneficial to redesign the **We ReDeliver For You!, PS Form 3849** to better serve our SSAs and customers. This brief survey will provide valuable feedback as we work together to improve our customer experience.

How would you describe the level of training you received for the We ReDeliver For You form pilot at your post office? Please select one.

- Excellent
- Very Good
- Good
- Fair
- Not Very Good
- Not Good at All

Why do you say that? Please write your answer here.

What additional training would be helpful? Please write your answer here.

What type of customer experience do you think you were able to provide the customer regarding this We ReDeliver For You form? Please select one.

- Excellent
- Very Good
- Good
- Fair
- Not Very Good
- Not Good at All

Why do you say that? Please write your answer here. Did the customer present you with the new We ReDeliver For You form? Please select one.

- Yes
- No

When the barcode on the We ReDeliver For You form is scanned does it provide you with the list of items that the customer arrived to pick up? Please select one.

- Yes
- No

Do you feel the change in the We ReDeliver For You form is easier for customers to understand the options for picking up their item(s)? Please write your answer below.

- If yes, why?

- If no, why?

For which of the following items did you receive a We ReDeliver For You form today? Select all that apply.

- Package
- Letter
- Large Envelope

Do you feel the new We ReDeliver For You form is easier to use?

- If yes, why?

- If no, why?

Please indicate how much you agree or disagree with each statement below about the revised We ReDeliver For You form. Please put an 'x' per row for your answer.

	Disagree Completely	Disagree Somewhat	Agree Somewhat	Agree Completely
The form was easy to write on (no ink skips)				
The mail piece linked to the barcode on the back of the form				

Do you have any suggested improvements for the new We ReDeliver For You form? Please write your response below.

I do not have any suggested improvements

Thank you for your time! Your opinion matters!



SW 3.30.17
RECEIVED
MAR 29 2017
Per _____

March 27, 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 January 27 correspondence concerning revisions to Handbook EL-307, *Reasonable Accommodation, An Interactive Process*; Publication 316, *Reasonable Accommodation in the U.S. Postal Service*; Publication 317, *Manager's Guide to Reasonable Accommodation*; and Poster 315, *The Reasonable Accommodation Process*.

Based on feedback from our employee organizations, we have made revisions to Handbook EL-307 and Publication 316. Please note that bolded and underlined language below indicates revisions made to the subject sections, and strikethrough language indicates deletions.

Handbook EL-307, Section 227, *Step Six: Select and Implement the Accommodation From Identified Reasonable Alternatives That Can Be Implemented Without an Undue Hardship*, will be revised to state:

"You must do the following once the accommodation is in place:

- Keep the lines of communication open to help ensure that the accommodation remains effective and enable the employee to be a productive part of the workplace.
- Monitor the accommodation in case it becomes ineffective for any number of reasons such as, the employee's limitations change, workplace equipment changes, the job duties change or the accommodation becomes an undue hardship for the employer.
- Periodically check on the ongoing effectiveness of accommodations and tell employees, who are receiving accommodations, to let their RAC, supervisor, or manager know if there are changes or problems with the accommodation."

Handbook EL-307, Section 226.1, *Overview*, will be revised to state:

"The general test for reasonableness is a commonsense test: Determine whether the accommodation seems reasonable or normal under the circumstances; or in other words, whether employers, in general, would be inclined, in general, to provide the accommodation."

Finally, the section titled, "How Do I Make a Request for Reasonable Accommodation," in Publication 316 will be revised to state (new language bolded and underlined):

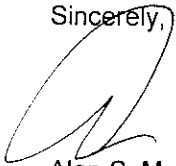
"If you are an employee who is deaf or hard of hearing and require communication accommodations, you must submit your request for the accommodation to one of the following:

- Your supervisor or manager.
- **The manager, Human Resources (District).**
- The RAC Chair.
- The District Disability Coordinator.”

We have enclosed a final copy of each of the subject documents.

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

Sincerely,



Alan S. Moore
Manager
Labor Relations Policy & Programs

Enclosures

Handbook EL-307, *Reasonable Accommodation*
An Interactive Process, is available on the
US Postal Service website

br 3-30-17

MAR 30 2017



March 27, 2017

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

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

Gentlemen: *Brian*

As a matter of general information, the Postal Service plans to implement an enhancement of the OTADMIN application to include a tool to assist field managers and supervisors who administer bargaining-unit overtime for the Clerk Craft. The OTADMIN application already exists in the City Letter Carrier Craft.

The implementation will be in phases beginning with the Eastern Area the week of May 22, 2017. Once all training materials and logistics are finalized, we will provide that information.

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

Sincerely,

Bruce A. Nicholson
Manager
Labor Relations Policy Administration

LABOR RELATIONS

MAR 30 2017



March 30, 2017

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

Dear Brian:

As a matter of general interest, the Postal Service's *National Dog Bite Prevention Week* will take place April 9 through 15.

Previously, this initiative was scheduled during the third week of May. We are changing the date to message earlier in the year when the weather begins to warm up. In addition, this changes the dog prevention messaging to a week other than that of the Letter Carriers' Stamp Out Hunger Food Drive (May 13).

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

Sincerely,

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

Alan S. Moore
Manager
Labor Relations Policy and Programs

RECEIVED

MAR 31 2017

Per _____

LABOR RELATIONS



March 29, 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 developed material related to the implementation of Premium Forwarding Service-Residential (PFS-R).

We have enclosed:

- *Standard Operating Procedure (Back Office)*
- *Frequently Asked Questions*
- *Service Talk for Delivery Employees*
- *Service Talk for Back Office Employees*
- *Standard Work Instruction: MyPO-Premium Forwarding Service Residential*

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

Sincerely,

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

Alan S. Moore
Manager
Labor Relations Policy and Programs

Enclosures



Standard Operating Procedure (Back Office) Premium Forwarding Service Residential (PFS-R)

Premium Forwarding Service Residential (PFS-R) allows residential customers to forward their mail from their primary address, (certain P.O. Boxes or a street address), to a temporary domestic address. The customer pays a nonrefundable enrollment fee and each week the mail is to be forwarded at the time PFS-R is purchased. Customers can request PFS-R online at USPS.com or manually at the retail counter via PS Form 8176. Mail is forwarded for a minimum of 2 weeks to a maximum of 1 year.

This Standard Operating Procedure (SOP) will serve as a guide for mail volume being held and forwarded under PFS-R. PFS-R shipments are mailed as *Priority Mail*. The following are standard work instructions for proper set up, handling and processing of approved PFS-R shipments.

Customer Requirements:

1. Customers can either make their requests online via USPS.com by paying with an active credit card or at the retail counter using PS Form 8176 and paying with cash, check, money order, or credit or debit card. The customer pays the one time nonrefundable enrollment fee (see Notice 123, Rate fold) and pays for the number of weeks the mail is to be forwarded to the temporary address at the time the service is purchased.
2. PFSR requests must specify:
 - Name
 - Email address
 - The primary mail address to be forwarded (Street address/PO Box).
 - **Size 1 or Size 2 PO Box only**
 - Temporary address.
 - Indicate either "Individual" or "Entire Household."
 - Start "Hold" date.
 - First/Last Shipment date.
3. PFS-R is not available for APO, FPO and DPO addresses, Single-point delivery addresses such as RV parks, hotels, hospitals, Commercial Mail Receiving Agencies (CMRA) and U.S. Department of State addresses.

Origin PFS-R Office Responsibilities:

1. Once the PFS-R customer requirements (items 1, 2 & 3 above) have been met, the request is accepted online or by the Retail Associate. ***The PFS-R request must not be granted/approved if the customer has not met the identification and payment option requirement to forward the mail.*** Activating the request involves coordinating PFS-R back office tasks and work flow with the appropriate Supervisors, clerks and carriers.

For Online PFS-R requests:

1. The customer's information will upload electronically to the Premium Forwarding Service Application. The Premium Forwarding Service Application will provide the details of the request to the My Post Office (MyPO) application.
2. The MyPO application will populate a new PFS-R request under the Premium Forwarding Service Residential Task.

3. The new PFS-R Task will provide details of the customer's request such as begin date, primary address, temporary address, end date, etc.
4. The supervisor or designee should print out the request and provide a copy to the carrier route serving the customer's primary street address or identify the customer's primary PO Box for PFS-R service.
5. Begin holding the customer's mail according to the PFS-R notification.
6. Each Wednesday, a PFS-R request notification will appear in the Premium Forwarding Service Residential Task pane each week the customer has signed up for and paid for PFS-R service. This includes modifications to the original request.
7. Each Wednesday that a PFS-R notification is received, gather the customer's mail that has been held and place the mail in Priority Mail packaging. Use Priority Mail packaging that will not damage the mail. (There is no weighing or rating of the mail, the customer pays for the forwarding upfront at the time the service is purchased. Please refer to DMM 507 Section 3.2, PS Form 8176 or Pub 621 for eligible PFS-R mail.)
8. Access Premium Forwarding Service Residential in the MyPO application to retrieve the customer's request. Select "Successful Forward" if there is mail to forward and print the number of labels needed to ship the customer's mail according to the number of packages prepared. (If "No Mail To Forward" is selected, no label will be provided.)
9. Affix the PFS-R label(s) to the package(s). Each PFS-R shipping label will include the customer's PFS-R address information and a unique Intelligent Mail package barcode (IMpb).
10. Scan the IMpb barcode on each PFS-R package as "Accept" and place the package(s) into the mailstream per local Priority Mail handling procedures.

(An email notification with the IMpb number(s) for each shipment will be sent to their email address. This will enable the customer to track the shipment(s))

For manual PFS-R requests (PS Form 8176):

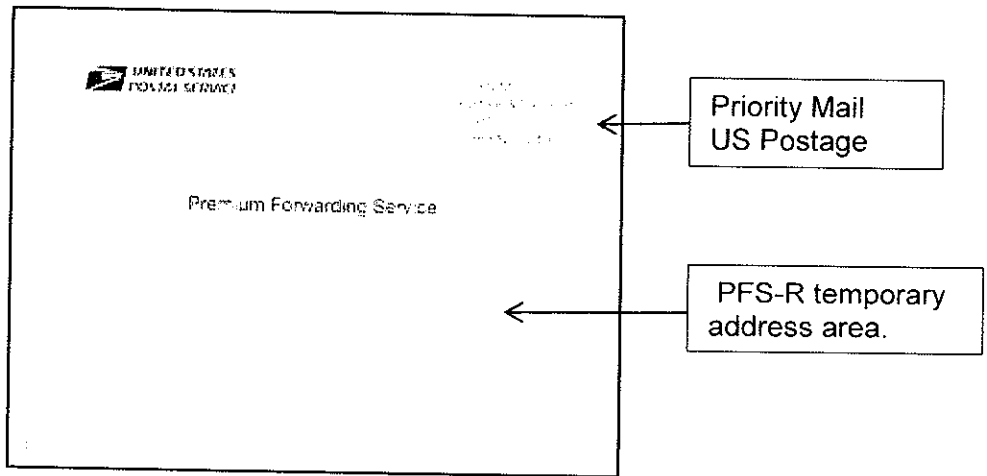
1. Retain Copy 1 of the PS Form 8176 for recordkeeping per local procedures. Place Copy 3 of the PS Form 8176 at the carrier route serving the customer's primary street address or in the box section area for customers with their primary PO Box listed for PFS-R service. Begin holding the customer's mail according to the PS Form 8176.
2. Each Wednesday gather the customer's mail that has been held and place the mail in Priority Mail packaging. Use Priority Mail packaging that will not damage the mail. There is no weighing or rating of the mail, the customer pays for the forwarding upfront at the time the service is purchased. Please refer to DMM 507 Section 3.2, PS form 8176 or Pub 621 for eligible PFS-R mail.)
3. Prepare a Label 85, Premium Forwarding Service, with the customer's temporary address in the address area of the label for each package used for PFS-R accordingly. (Include the origin Post Office's ZIP Code as the return ZIP Code). Secondly, affix a Label 400 to each PFS-R package used.
4. Scan the Label 400 barcode on each package as "Accept" and place the package(s) into the mailstream per local Priority Mail handling procedures.
5. Enter the PFS-R mailing information on the back of Copy 3 of the PS Form 8176 for recordkeeping purposes.

FOR INTERNAL USE ONLY

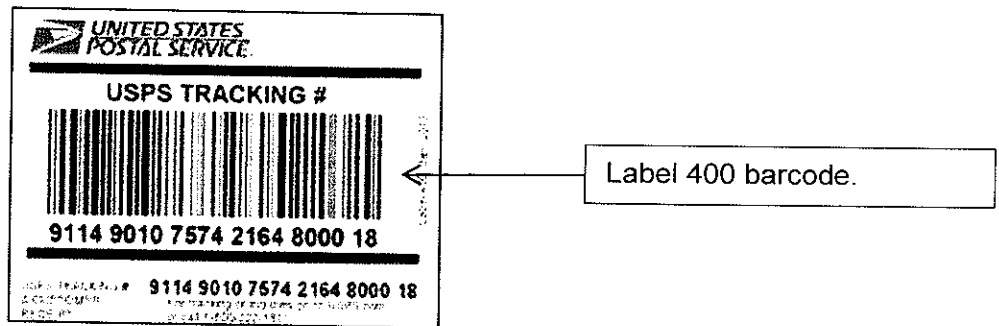
Destination PFS-R Office Responsibilities:

1. Upon receipt of the PFS-R packages, scan the IMpb barcode on the shipping label or Label 400 barcode as "Arrival At Unit".
2. Sort the PFS-R packages to the appropriate Carrier Route or PO Box.
3. Scan PFS-R packages as "Delivered" when delivering to the address/customer.
4. Postmaster/Supervisor will ensure proper handling and standard procedures are followed for Accountable items received for PFS-R shipments.

For manual PFS-R requests (PS Form 8176):




Label 85



Label 400

For online PFS-R requests (MyPO label):

P	PRIORITY MAIL POSTAGE AND FEES PAID USPS PERMIT NO. G-10 EVS	← Priority Mail US Postage
	PRIORITY MAIL 1-DAY™	
JOE SMITH ABC CORP. APT 3C 6406 IVY LN GREENBELT MD 20770-1441	Ship Date: 01/28/14 Expected Delivery: 02/01/14 0024 C001	← PFS-R temporary address
TOM COLLINS XYZ CORP. 900 E FAYETTE ST BALTIMORE MD 21233-1000		
USPS TRACKING #		← IMpb barcode
		
9405 5016 9932 0000 3897 57		← # of packages per shipment.
Premium Forwarding Service Residential	1 of 3	

FOR INTERNAL USE ONLY



1. How can customers request Premium Forwarding Service Residential (PFS-R) service?

Customers can request Premium Forwarding Service – Residential service either at the retail counter by completing a PS Form 8176, Premium Forwarding Service Residential (PFS-R) Application or online at USPS.com.

2. What forms of payment can a customer use to pay for PFS-R service?

A customer (completing a PS Form 8176 at the retail counter) can pay for PFS-R service in cash, check, money order, and debit or credit card. Customers requesting PFS-R online at USPS.com must use an active credit card stored in their profile.

3. What fees are charged for PFS-R service?

PFS-R service includes an enrollment fee and a fee for each week the customer requests their mail to be forwarded to a temporary address.

4. Are PFS-R service fees refundable?

The enrollment fee is not refundable. The shipment fees are subject to refunds if a shipment has not been mailed to the temporary address during the time frame the customer has requested and paid for.

5. What enhancements have been made to PFS-R service?

PFS-R has been enhanced to provide visibility to each PFS-R shipments and to notify the customer of each shipment.

- Each shipment will include a shipping label created by My Post Office (MyPO).
- Each shipping label will include an Intelligent Mail package barcode (IMpb).
- An email notification will be sent to the customer each time a shipping label has been created.

5. How often are PFS-R shipments mailed?

PFS-R shipments are to be mailed on Wednesdays only. A PFS-R request will populate under the Premium Forwarding Service Residential Task in MyPO each week the PFS-R request is active.

6. Are PFS-R shipments weighed and rated?

No. Unlike the Premium Forwarding Service -Commercial, the customer pays a weekly fee at the time the PFS-R service is purchased. The fee covers the cost of handling and mailing the shipments. All shipments are mailed as Priority Mail.

7. What if there is no mail to forward to the customer?

In MyPO, there will be an option to select "No Mail To Forward." This information will be included in the email notification sent to the customer. This will eliminate any uncertainty as to whether a shipment has been mailed.

8. Are PFS-R shipments scanned?

Yes. Upon packaging the PFS-R mail and affixing the shipping label, the IMpb in the shipping label must be scanned as, "Accept" and placed into the mailstream per local procedures. All scanning procedures thereafter should be followed as normal.

9. If a customer completes a PS Form 8176, Premium Forwarding Service Residential (PFS-R) Application at retail, how is the information available in MyPO?

If a customer completes a PS Form 8176 at the retail counter, the PFS-R request will continue to be processed manually using the Label 85 and Label 400. MyPO will not populate these requests.

10. Can customers modify their PFS-R request?

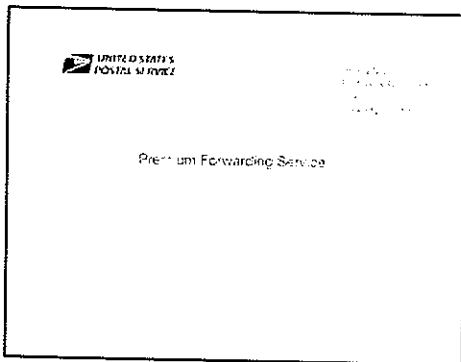
Yes. A customer can access USPS.com to modify their original request. The information will then be sent to the PFS-R application and then on to MyPO. If the original PFS-R request was made at the retail counter via a PS Form 8176, the customer must contact the Post Office serving the permanent address.



Service Talk for Delivery Employees

In an effort to reduce handling costs, increase employee Ease of Use and to provide shipment visibility, enhancements to the Premium Forwarding Service – Residential (PFS-R) service are being made. The PFS-R process overall will remain the same, however, for online PFS-R requests, shipping labels will now be created and include tracking.

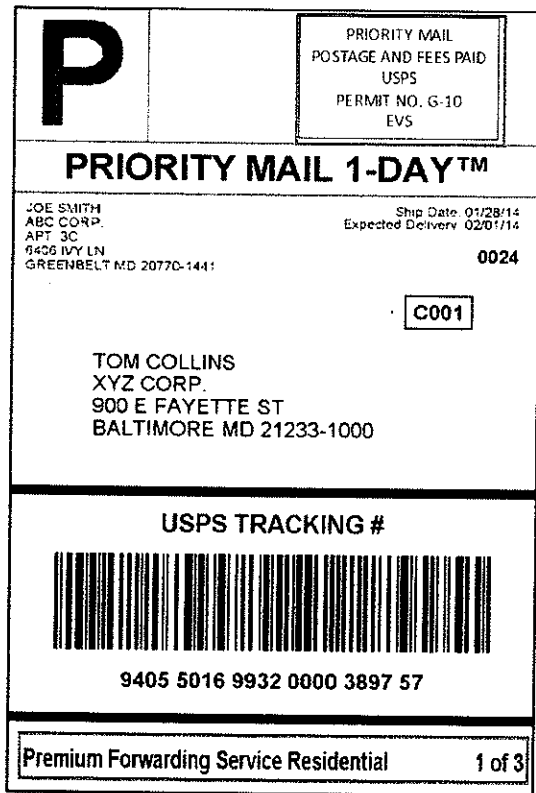
For customers making PFS-R requests online via USPS.com, a new PFS-R shipping label with a unique Intelligent Mail package barcode (IMpb) will be created by My Post Office (MyPO) thereby eliminating the need to manually complete a Label 85 and Label 400. The printing of the PFS-R shipping label via MyPO also initiates an email to the customer informing them of the shipment(s) to be mailed.



Label 85



Label 400



MyPO Shipping Label w/IMpb

The PFS-R label will be printed from MyPO and include;

- Priority Mail class.
- Permit G-10.
- A unique IMpb tracking barcode for each shipping label.
- Premium Forwarding Service – Residential at the bottom of the label.
- Number of labels created for each shipment.

Delivery personnel may receive both types of labels for PFS-Residential. Both labels are valid and should be scanned and delivered accordingly.


By enhancing the PFS-R process, handling costs for manually preparing PFS-R shipments are reduced, shipment visibility is improved, and customer satisfaction is increased.



Service Talk for Back Office Employees

In an effort to reduce handling costs, increase employee Ease of Use and to provide shipment visibility, enhancements to the Premium Forwarding Service – Residential (PFS-R) service are being made. The PFS-R process overall will remain the same, however, for online PFS-R requests, shipping labels will now be created and include tracking.

For customers making PFS-R requests online via USPS.com, a new PFS-R shipping label with a unique Intelligent Mail package barcode (IMpb) will be created by My Post Office (MyPO), thereby eliminating the need to manually complete a Label 85 and Label 400. The printing of the PFS-R shipping label via MyPO also initiates an email to the customer informing them of the shipment(s) to be mailed.

P	PRIORITY MAIL POSTAGE AND FEES PAID USPS PERMIT NO. G-10 EVS
	PRIORITY MAIL 1-DAY™
JOE SMITH ABC CORP. APT 3C 8408 IVY LN GREENBELT MD 20770-1441	Ship Date: 01/28/14 Expected Delivery: 02/01/14 0024
C001	
TOM COLLINS XYZ CORP. 900 E FAYETTE ST BALTIMORE MD 21233-1000	
USPS TRACKING #	
	
9405 5016 9932 0000 3897 57	
Premium Forwarding Service Residential 1 of 3	

The PFS-R label will be printed from MyPO and include;

- Priority Mail class.
- Permit G-10.
- A unique IMpb tracking barcode for each shipping label.
- Premium Forwarding Service – Residential at the bottom of the label.
- Number of labels created for each shipment.

MyPO will be updated to include two options for each PFS-R request. “Successful Forward” when there is mail to forward to the customer’s temporary address and “No Mail To Forward” when there is no mail to forward to the customer’s temporary address. Both options will initiate an email to the customer informing them of their shipment. A “Successful Forward” option will include the IMpb tracking number of each PFS-R shipping label created.

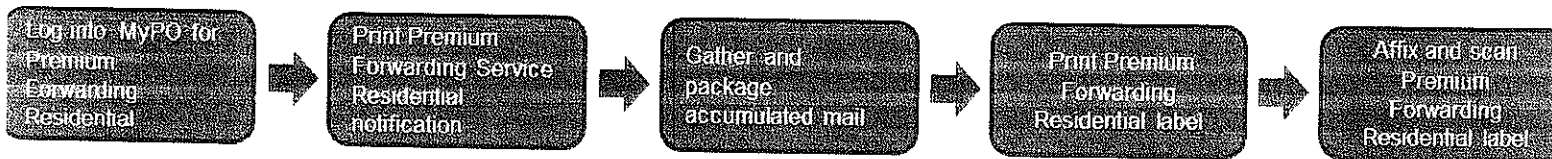
Once a PFS-R request has populated in MyPO, the request should be printed and placed at the carrier case that serves the address of the PFS-R request. Then each Wednesday, a back office employee will;

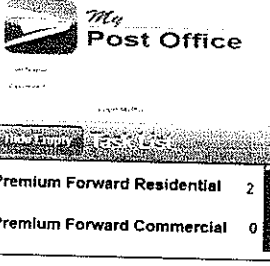
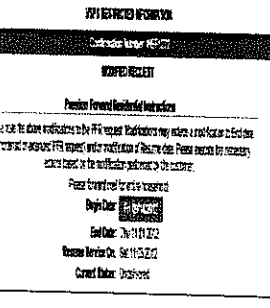
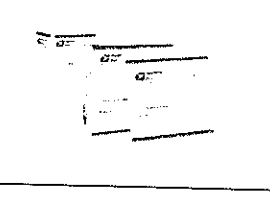
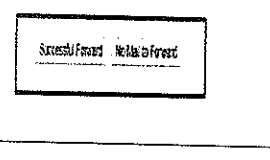
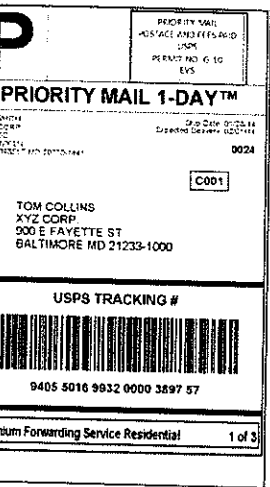
- Gather the PFS-R customer’s accumulated mail (if any) and package it using USPS packaging.
- Access the MyPO application.

- Select, "Successful Mail Forward" or "No Mail to Forward."
- Print a PFS-R shipping label
- Affix the PFS-R shipping label(s) to the customer's PFS-R package(s).
- Scan the IMpb barcode(s) as, "Accept"
- Place the PFS-R package (s) into the mailstream per local guidelines for Priority Mail.

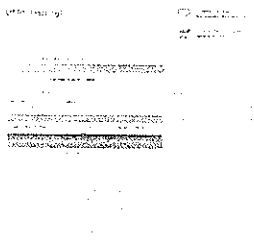
By enhancing the PFS-R process, handling costs for manually preparing PFS-R shipments are reduced, shipment visibility is improved, and customer satisfaction is increased.

Standard Work Instruction: MyPO - Premium Forwarding Service Residential



	Important Steps	Key Points	Reasons for Key Points
	1. Log into MyPO: a. Check Task list for Premium Forwarding Service Residential	<ul style="list-style-type: none"> • https://mypo3.usps.gov • Use your ACE credentials to log in. • On the MyPO Main page, check the Task List for the "Premium Forwarding Residential" task. 	My Post Office (MyPO) receives daily files for customers who have signed up for Premium Forwarding Service Residential online at USPS.com.
	2. Print a copy of the PFS-Residential MyPO Notification	<ul style="list-style-type: none"> • Print a copy of the PFS-Residential notification and place it at the carrier route that serves the primary address or PO Box. • Begin holding the mail according to the "Begin Date" on the notification. 	CRITICAL: Only hold mail according to PFS-Residential guidelines. Refer to DMM 507 Section 3.2, PS Form 8176 or Pub 621 for eligible PFSR mail.
	3. Gather all of the accumulated mail for the PFS-Residential customer and package the mail for forwarding.	<ul style="list-style-type: none"> • Use the appropriate Priority Mail packaging that will not damage the mail. • Note: All PFS-Residential shipments are mailed as Priority Mail 	There is no weighing or rating the mail. The PFS-Residential customer pays the weekly fee upfront.
	4. Log into MyPO Check Task list for Premium Forwarding Residential	<ul style="list-style-type: none"> • Each Wednesday a PFS-Residential notification will populate in the Premium Forwarding Residential Task List. • Open the notification and select the appropriate button. 	CRITICAL: The PFS-Residential customer will receive an email notification for either selection.
	5. Affix the PFS-Residential shipping label to each package to be forwarded.	<ul style="list-style-type: none"> • By selecting "Successful Forward," MyPO will generate a PFS-Residential shipping label. • MyPO will generate PFS-Residential shipping labels based on the number of labels specified. • Each PFS-Residential shipping label includes a unique Intelligent Mail package barcode (IMpb), Permit and Priority Mail service. 	CRITICAL: USPS Postage Paid through Permit G-10. No postage to apply or collect. Each shipping label includes a unique IMpb or tracking barcode.

Standard Work Instruction: MyPO - Premium Forwarding Service Residential

	<p>6. Scan the IMpb barcode as "Accept" and dispatch as outgoing mail per local guidelines.</p>	<ul style="list-style-type: none">• Scanning the IMpb in the shipping label provides internal and external visibility of the PFS-Residential shipment.• Scan events are visible externally on the Tracking link on USPS.com.	<p>The PFS-Residential customer will receive an email with the USPS Tracking number of each shipment.</p>
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RECEIVED

MAR 09 2017

Per _____

March 8, 2017

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

Dear Brian,

The Postal Service plans to begin evaluation of the following EAS Transportation positions in the Surface Transportation Centers (STC):

- EAS-17 Coordinator Surface Transfer Center (2330-0068)
- EAS-17 Supv Surface Transfer Center (2330-0072)
- EAS-19 Mgr Surface Transfer Center Oprns (2330-0069)
- EAS-20 Mgr Surface Transfer Center Oprns (2330-0070)
- EAS-19 Mgr Surface Transfer Center (2330-0066)
- EAS-20 Mgr Surface Transfer Center (2330-0067)
- EAS-21 Mgr Surface Transfer Center (2330-0073)

These evaluations will begin with job analyses and may include the use of observations, interviews, focus groups, and surveys. The purpose of the study is to assess and validate the work that is currently being performed.

Participation in these analyses will be voluntary and confidential. Results of these evaluations may impact the work performed by current and future incumbents.

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

Sincerely,

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

Bruce A. Nicholson
Manager
Labor Relations Policy Administration



RECEIVED
MAR 09 2017
Per _____

March 8, 2017

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

**Certified Mail Tracking Number:
7016 1370 0002 3014 1361**

Dear Brian:

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

Enclosed for your review are the following materials/documents:

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

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

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures



March 8, 2017

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

RECEIVED
MAR 09 2017
Per _____

Dear Brian:

As a matter of general interest, the Postal Service intends to revise Handbook AS-556, *Asbestos Management Guide*.

The revisions include updating policy and requirements for the identification and control of asbestos in Postal Service facilities. Additional revisions include language clarifications and, as appropriate, changes to position titles of employees who have administrative responsibilities related to the asbestos program.

We have enclosed final draft copies of the Handbook AS-556, *Asbestos Management Guide*, one with and one without changes identified.

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 Policy and Programs

Enclosures

Handbook AS-556 is over 154 pages. File size is too large to scan and email. NAPS recommends members view updated Handbook AS-556 on USPS website.



Asbestos Management Guide

Handbook AS-556

January 2017
Transmittal Letter

- A. Explanation.** This revision of Handbook AS-556 updates policy and guidance.
- B. Purpose.** The United States Postal Service® is committed to providing a safe and healthful work environment for all of its employees and building occupants. The purpose of this handbook is to provide guidance for implementing and maintaining asbestos control programs that comply with all applicable federal and state environmental laws and regulations, including regulations established by the federal Occupational Safety and Health Administration.
- C. Disclaimer.** This handbook is intended only to enhance the internal management of the Postal Service™ and is not intended to, nor does it, create any right, benefit, or trust responsibility, substantive or procedural, enforceable at law or equity by any party against the United States Postal Service. This handbook concerns internal procedures and practices that do not affect individual rights and obligations, and it does not create any right to judicial review involving compliance or noncompliance with the procedures established by this handbook.
- D. Availability.** This handbook is available on PolicyNet at <http://blue.usps.gov/cpim/ftp/hand/as556.pdf>.
- E. Comments on Content.** Address comments or questions about the content of this handbook to:
- SAFETY AND OSHA COMPLIANCE PROGRAMS
U.S. POSTAL SERVICE
475 L'ENFANT PLAZA SW RM 9802
WASHINGTON DC 20260-4201
- F. Comments on Format.** Address comments or questions about the language or organization of this handbook to:
- BRAND AND POLICY
U.S. POSTAL SERVICE
475 L'ENFANT PLAZA SW RM 4646
WASHINGTON DC 20260-3100
- G. Effective Date.** This publication is effective immediately.

Nancy Rettinhouse
Vice President
Employee Resource Management