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**UNITED STATES
POSTAL SERVICE**

May 8, 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 collect data on delivery point coordinates at the West Springfield, Virginia (22152) post office in the Northern Virginia District.

Each data collector will accompany a city letter carrier on the street for one day. The data collector will use an application on the Mobile Delivery Device (MDD) to capture the longitude and latitude coordinates for every delivery point.

The data collection is scheduled to begin on May 8 and conclude on May 26.

Enclosed is a copy of the instruction document (*Mailbox GPS Data Collection with MDDs*) that will be used during data collection.

The test results will be used to determine the effectiveness of the subject data collection method and whether the information can be integrated with other data systems.

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

Enclosure

LABOR RELATIONS

UNITED STATES
POSTAL SERVICE

May 8, 2017

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

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475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4101
WWW.USPS.COM

Mailbox GPS Data Collection with MDDs

Overview

This document provides instructions on how to use the MDD to capture GPS data for mailboxes on Delivery Routes. The MDD will be preloaded with a list of addresses. After arriving and stopping at a specific address, the data collector will select this address from the list, which will capture and store the GPS coordinates of the mailbox location.

Rules

- **The Route ID entered at login must be the exact same Route ID as the Mailbox Collection Stops.**
- Mailbox Collection data (Route ID & Stop info) for the current date can be verified in RIMS:
  Tracking tab → Delivery Manifest List (left pane) → Search Service Type=AMS
- Scanners configured for the Mailbox Collection Study will have a "**SW CONFIG: Mailbox Collection**" flag in red on the Login Screen.
- Scanners flagged are to be labeled so that they can work on the same route if needed the following day.
- The MDD must have good cellular coverage when Data Collectors select **(M) Mailbox GPS Audit**. Otherwise MDD cannot download address file.
- Data Collectors may remain in the vehicle while capturing GPS coordinates.
- If the delivery address is inside a building, Data Collectors are to capture the coordinates outside the door of the building.
- MDD **must** be cradled at end of work day and remain cradled over night for captured GPS coordinates to be uploaded. Removing the MDD from cradle after 10:00PM will prevent captured GPS coordinates from being uploaded.
- All Stops recorded, deleted, added, and recorded as a group can be marked over again.
- Stops Recorded, Deleted, and recorded as a group will have a text to speech confirming your option and stating the first mailbox number. For grouped recordings the first mailbox number will be spoken.
- If the mailbox collection addresses downloaded to the MDD do not have a start and end point then use the 'Add' address feature to add start and end points. Typically these can be used to indicate the Delivery Unit location from where the Data Collector departs (start point) for the Mailbox collection exercise and arrives after completion (end point) of the Mailbox collection exercise.

Note that mailboxes may be grouped ("clustered") and are then considered to have the same location. The images below show examples of mailbox clusters (indicated with red arrows). To capture, the Data Collector should be positioned in the middle of a cluster (indicated with blue ovals).
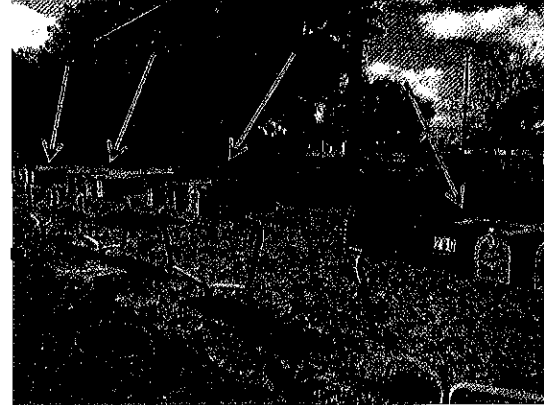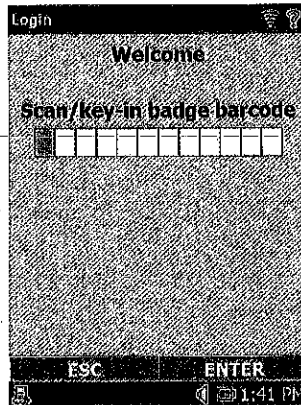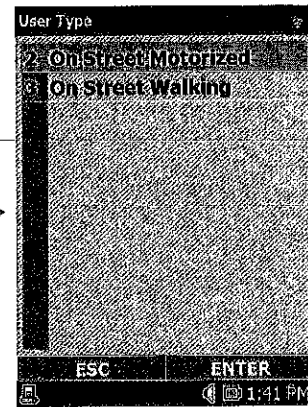

Procedure

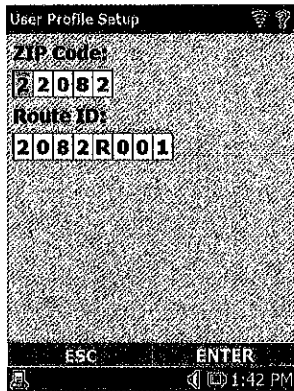Follow the steps below to collect GPS data for mailboxes.
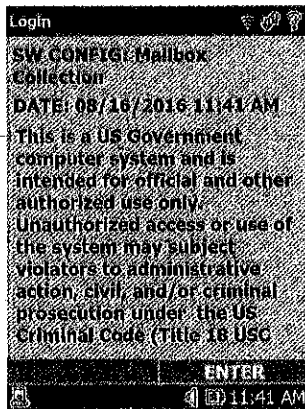
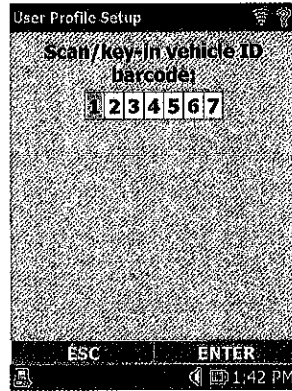1. Power up the MDD and select **Enter** at the Login message.

2. Scan or key in your badge barcode, followed by **Enter**.

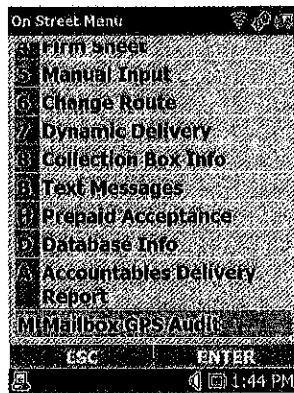3. As *User Type*, select **On Street Motorized**, followed by **Enter**.

4. At the *User Profile Setup*, enter **ZIP Code** and **Route ID**, followed by **Enter**.
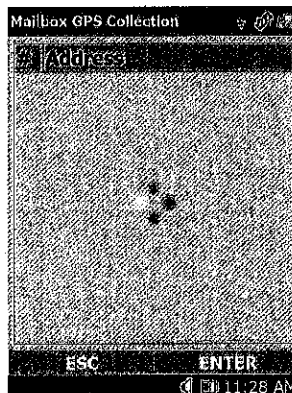
5. Scan or enter the **Vehicle ID barcode**, followed by **Enter**.
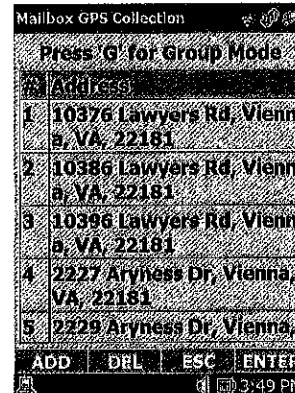
6. A confirmation will be displayed if setup was successful.

7. At *On Street Menu*, select **M [Mailbox GPS Audit]** to retrieve a manifest.

8. The *Mailbox Collection* screen opens. Wait while the manifest is retrieved; this may take some time.

9. A list of addresses will appear. Scroll the list to view additional addresses.

Error: *If there is **no manifest** for the Route ID, an error is displayed.* **Check the entered Route ID at login. The Route Id must be the same as the Route ID in the Mailbox Collection Stops.**	**Error**: *If **retrieving the manifest failed**, an error is displayed. Check the wireless network connectivity.* **To receive the file good wireless coverage is needed.**	**Note**: *Addresses that have already been captured will be shown inside a green box.*
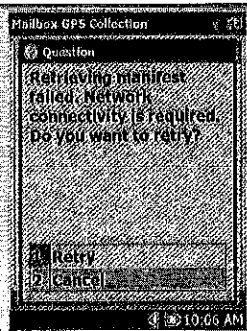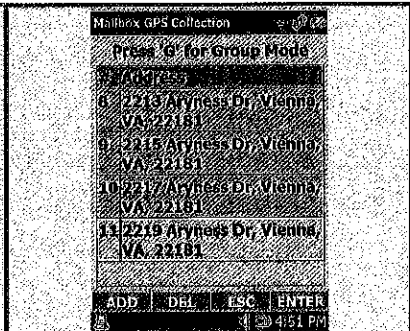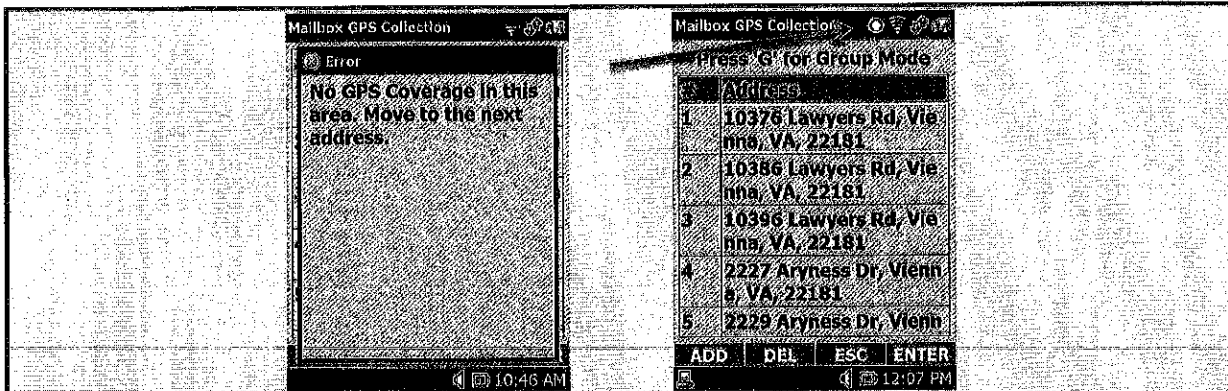
Error: *If there is **no GPS coverage** for the selected address, an error will be displayed. If this occurs, move to the next address. The cause for a weak signal could be bad weather conditions, or the fact that the MDD does not "see" the GPS satellite. The white circle displayed on the top right hand corner of the screenshot on the right signifies GPS coverage.*

Mailbox Collection Options: *ADD, DEL, ESC, Enter. The **Add** feature will allow Data Collectors to add a mailbox address stop before or after a mailbox stop. **DEL** (Delete) allows the Data Collector to delete a mailbox address which will be in grey. **Esc** will present the on street menu. **Enter** captures and records the GPS coordinate. After pressing **Enter** the recorded address will turn green.*
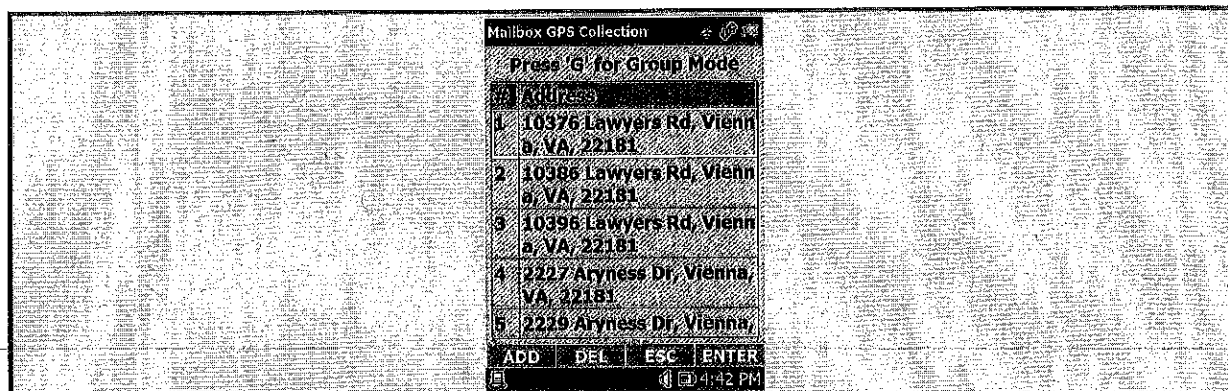
Group Mode: *will allow the Data Collector to record multiple addresses at once. First, have the highlighted focus on the first address in the cluster box, next, Select 'G' to activate group mode, then using the touch screen or up/down arrow keys highlight the cluster box addresses that need to be recorded. Group mode addresses will be highlighted in yellow until recorded or the Data Collector selects Esc. Pressing **enter** will record the cluster address as a single group.*
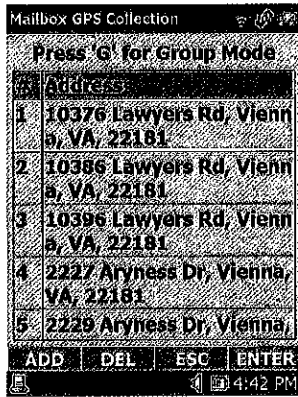
10. Drive to the next address to capture. Once there, select the address from the list, followed by **Enter**.
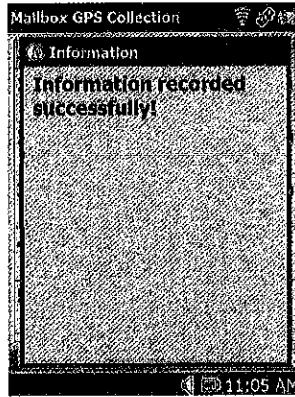
11. A message will confirm that the GPS coordinates have been successfully recorded.
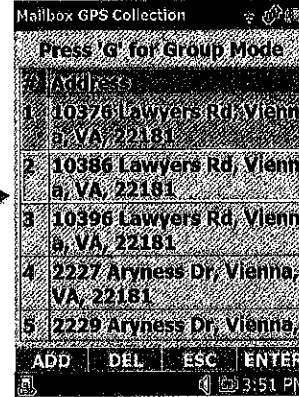
12. The address will be shown inside a green box. The highlighted focus will then automatically be next Stop
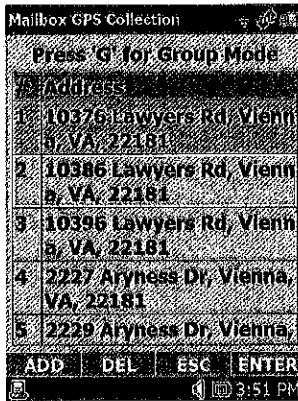
13. If a previously captured address is selected, a warning will be displayed.
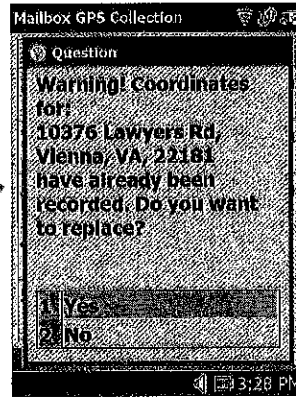
14. At the warning, select **Yes** to continue (or select **No** to cancel).
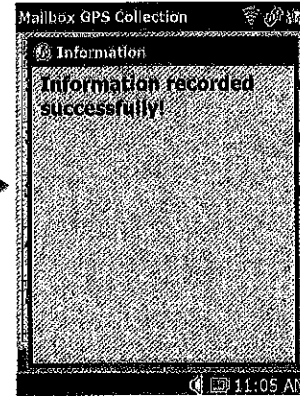
15. Information Recorded Screen will briefly display.
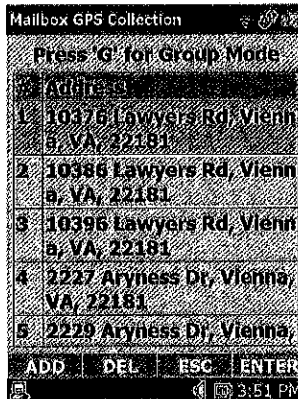
16. After done capturing GPS coordinates, click **Esc** at the *Mailbox Collection* screen.
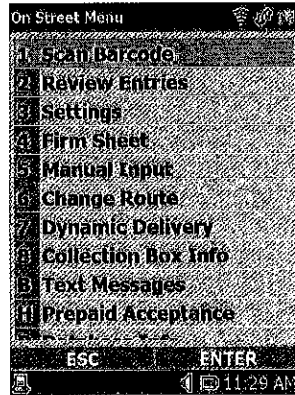
17. The *On Street Menu* will be displayed.

ADD Stop Before
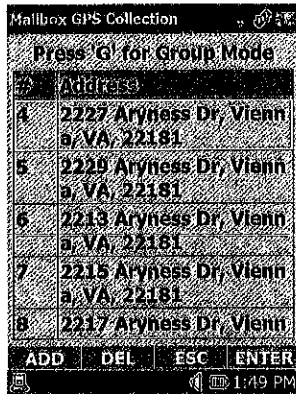
1. To Add a stop highlight the address and select ADD
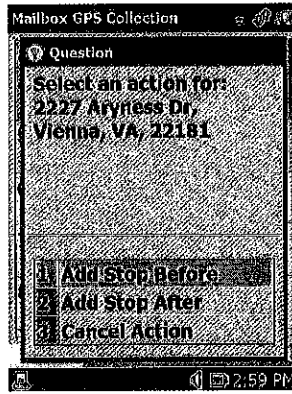
2. The Add screen will pop-up with three options 1. Add Stop Before 2. Add Stop After
3. Cancel Action
*Select 1. **Add Stop before***
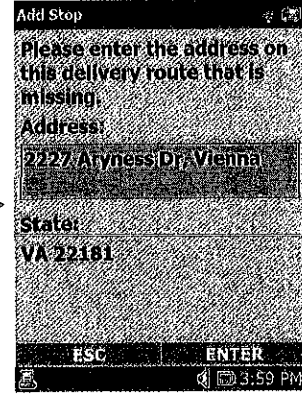
3. The highlighted box in orange allows you to delete the address and type a new Mailbox collection address
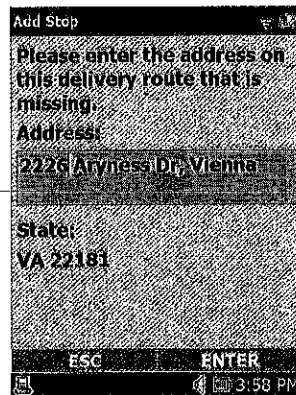
4. Delete and type new Address stop. Then Press Enter
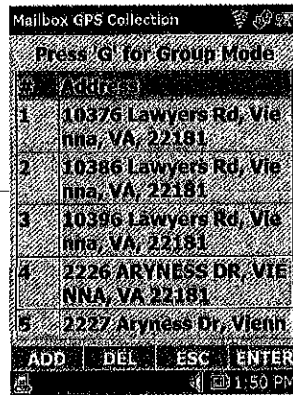
5. The New stop is now added as stop 4.

Add Stop After
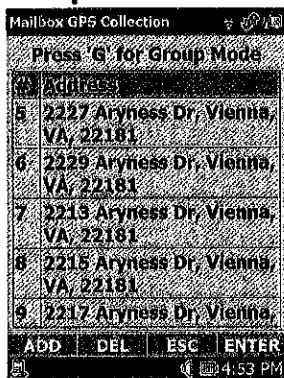
1. To Add a stop highlight the address and select ADD
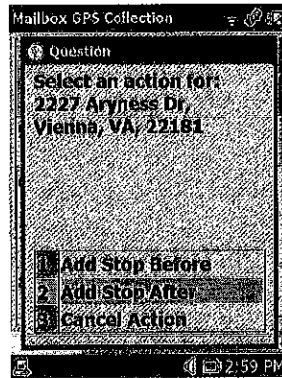
2. The Add screen will pop-up with three options 1. Add Stop Before 2. Add Stop After 3. Cancel Action
Select. 2 Add Stop After
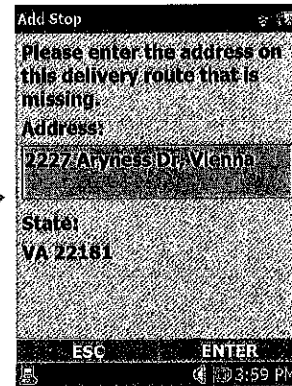
3.The highlighted box in orange allows you to delete address and type new Mailbox collection address
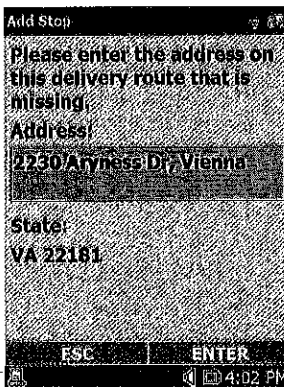
4. Delete and type new Address stop. Press Enter
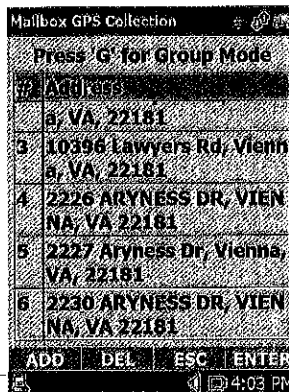
5. The New stop is now added as stop 6.
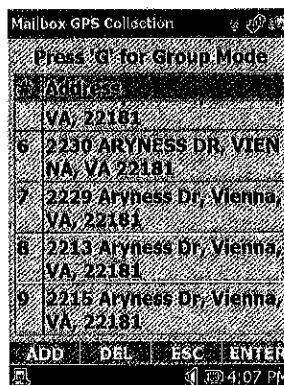
Delete

1. Select address Stop 8 Select DEL (Delete)
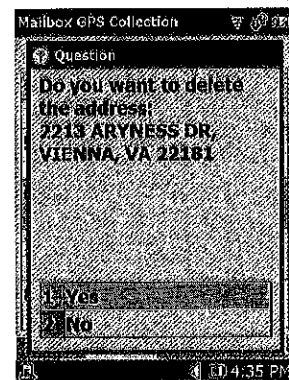
2. Confirmation to Delete Screen shall display. Select 1. YES
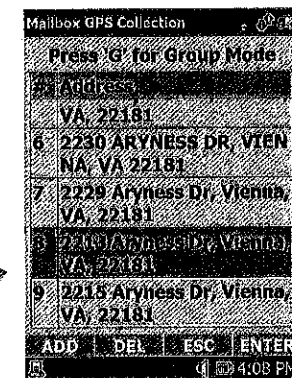
3. Deleted Stop 8 will be greyed out.

Group Mode
Recording
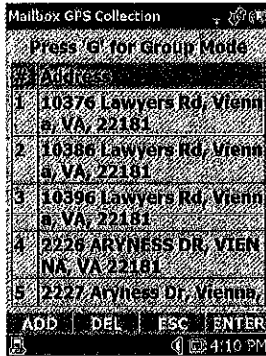
1. **Select** the first address in the cluster box. **Then Select** **'G'** to activate Group Mode
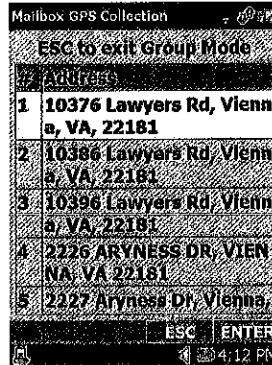
2. Addresses highlighted in Yellow will be recorded as a group.
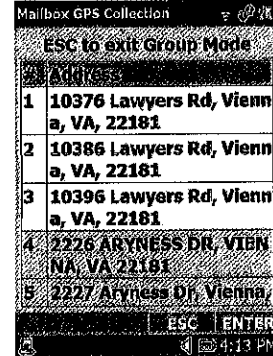
3. Using the Touch screen or arrow key select the addresses to be recorded as a group.
Then press **enter**
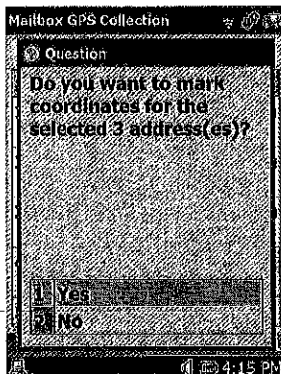
4. Mailbox Collection Group Mode Confirmation shall display **Select 1. Yes** to confirm (or select 2. No to cancel)
Press **enter**
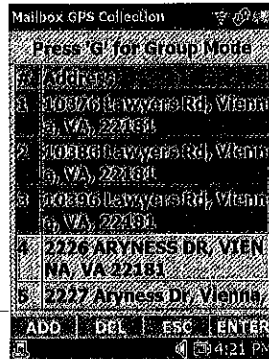
5. Addresses recorded in Group Mode will display in finer Green.

Cold & Warm Boot
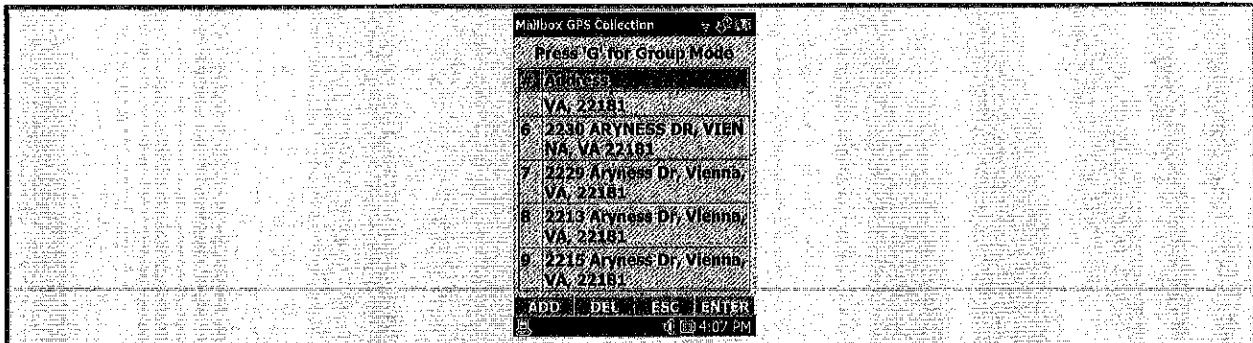
MDD Device Freeze: If a device freezes on the Mailbox Collection Screen. The Data Collector shall perform a Cold or Warm boot. Once a reboot is complete the login screen shall display.
COLD Boot
*Press and hold the "ALT" and "ESC" keys to cold boot (**HOLD FOR ABOUT 10 SECONDS**)*
Warm Boot
*Press and hold the "ALT" and "ENT" keys to warm boot (**HOLD FOR ABOUT 10 SECONDS**)*
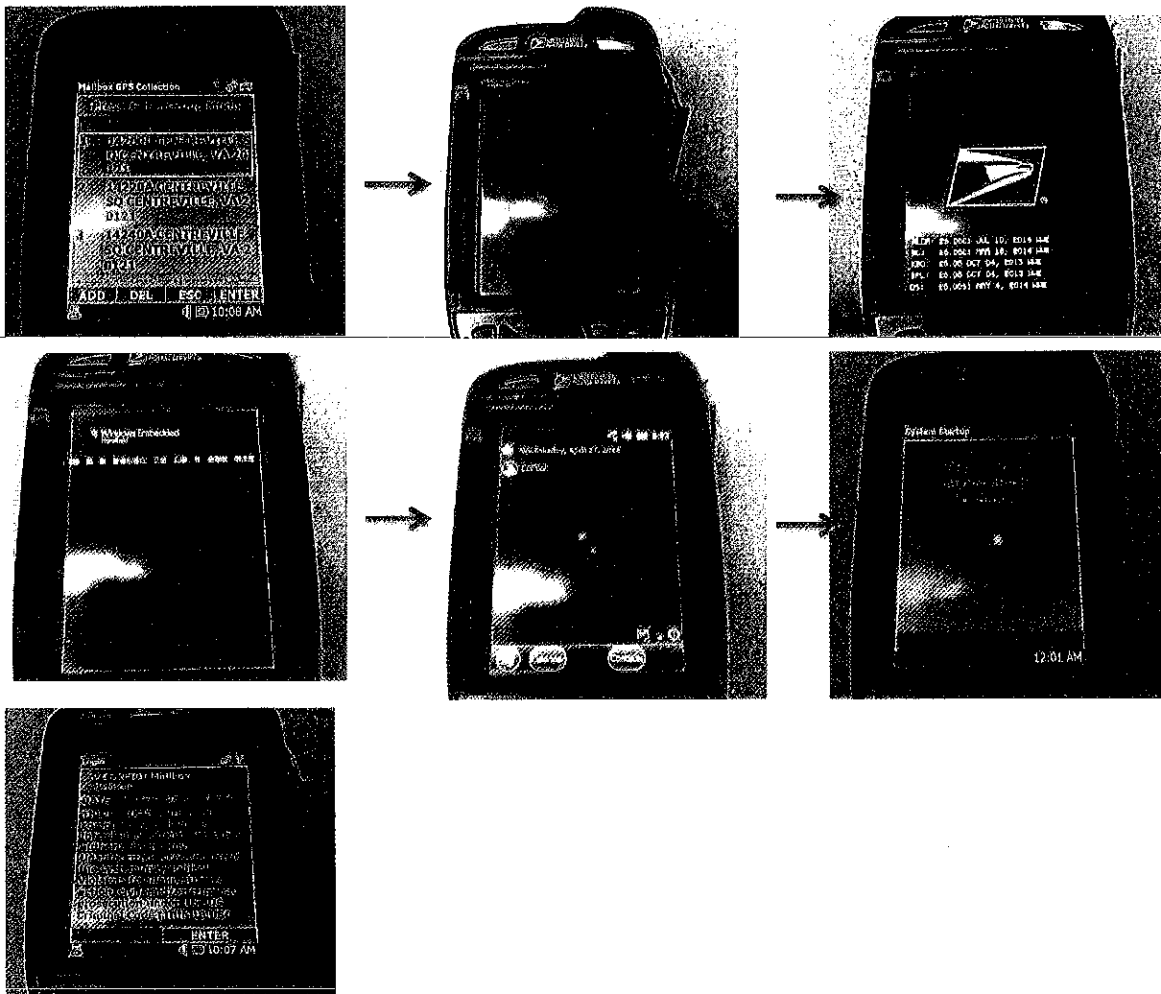
**UNITED STATES
POSTAL SERVICE**

May 8, 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 a document entitled *Guidelines for the Use of LDC 23 and LDC 24.*

The guidelines reflect the reestablishment of Labor Distribution Code (LDC) 24 that is used to record workhours associated with delivery initiatives such as Sunday parcel and grocery delivery. LDC 23 continues to be used for recording workhours associated parcel, relay and combination routes.

Enclosed is the final draft copy of *Guidelines for the Use of LDC 23 and LDC 24.*

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

Sincerely,

Alan S. Moore
Manager
Labor Relations Policy and Programs

Enclosure

Guidelines for the Use of LDC 23 and LDC 24

UNITED STATES
POSTAL SERVICE™

Delivery Operations, USPS Headquarters

Table of Contents

Guidelines for Use of LDC 23 and LDC 24
February, 2017

Introduction
The use of Labor Distribution Code (LDC) 23 has often been used in the City Delivery operations group of the U. S. Postal Service as a catchall LDC for any time that could not be directly attributed to Office, Street, or Collection hours. When quantities of time could not be assigned to other functional LDCs, or when units did not want to attribute the hours to LDC 21 Office Time or LDC 22 Street Time, the hours were assigned to LDC 23 which is known as Other City Delivery hours. This practice skewed the time spent on Parcel, Relay, and Combination Routes, and it made it difficult to determine the true costs of the delivery of articles assigned to these routes.

Description of LDC 23
The actual description in the Finance and Accounting group of LDC 23 is: All nonsupervisory hours used for the delivery of parcel post, relays, intra/inter city runs (other than those made by motor vehicle operators) and combination routes.

This LDC description might be somewhat unclear which creates opportunities for misapplication. A new LDC 23 Dashboard is being created to better track and define LDC 23 functions.

Creation of LDC 24
Headquarters Delivery Operations initiated a process to create a new LDC to separate some Operations from LDC 23 in order to more closely monitor and increase the efficiency of Parcel, Relay, and Combination routes. The Delivery group worked in conjunction with Finance and Accounting and LDC 24 has now been established.

LDC 24 will track Sunday Parcels and Fresh (formerly Amazon Fresh) so that cost pools associated with these delivery initiatives can be more clearly defined. **The new LDC 24 was implemented on February 4, 2017.** A letter was sent to the Area Vice Presidents and to all Finance and Accounting groups in the Field instructing them to begin transferring work hours for both Sunday Parcels and Fresh to the new LDC 24 on that date. The decision to create a separate LDC for those functions assigned to LDC 24 was made so that these initiatives and other new delivery initiatives could be tracked more easily. It also provides an opportunity to clarify and streamline the use of LDC 23.

As previously mentioned, the availability and convenience of LDC 23, has provided delivery units with the opportunity to transfer numerous work hours and functions to this cost pool. In order for the U. S. Postal Service to run efficiently and properly determine delivery costs, work hours must be assigned to the function and cost pool where the work is actually performed.

Matrix for LDC 23 and LDC 24

Below is a matrix defining which Function and Operations Number should be assigned to each of these LDCs.

The following Operation Numbers should now be attributed to LDC 24:

LDC	Operation Number	Description
24	7230	Sunday Parcel – Street
24	7240	Sunday Parcel - Office
24	7250	Fresh - Street
24	7260	Fresh - Office

Hours should remain in LDC 23 for the following Operations Numbers:

LDC	Operation Number	Description
23	7330	Parcel Post – Street
23	7340	Parcel Post – Office
23	7350	Relay – Street
23	7360	Relay – Office
23	7370	Combination – Street
23	7380	Combination – Office
23	7390	Carrier Drivers – Street
23	7400	Carrier Drivers – Office
23	7670	Express Mail Delivery

Explanation/Examples of LDC 23 and 24 Operation Numbers

A brief explanation and examples of LDC 23 legitimate hours appears below:

Parcel Post

Time spent on Office functions by bid carriers or their replacements on routes designated as Parcel Post Routes should be transferred to Operation Number 7340 in LDC 23. Time spent loading and delivering the parcels on these routes should be attributed to Operation Number 7330 in LDC 23.

Auxiliary assistance given to city delivery routes by dedicated Parcel Post routes, even if the assistance given was to relieve the route by delivering parcels, is not part of LDC 23. That assistance is still part of the carrier's Street Time and is part of the carrier's route time. It must, therefore, be attributed to LDC 22.

Relay

Time spent on Office functions by bid carriers or their replacements on routes designated as Relay Routes should be transferred to Operation Number 7360 in LDC 23. Time spent loading and delivering the relays on these routes should be attributed to Operation Number 7350 in LDC 23.

4

Combination

Time spent on Office functions by bid carriers or their replacements on routes designated as Combination Routes should be transferred to Operation Number 7380 in LDC 23. Time spent loading and delivering the parcels and relays on these routes should be attributed to Operation Number 7370 in LDC 23.

Auxiliary assistance given to city delivery routes by dedicated Combination Routes, even if the assistance given was to relieve the route by delivering parcels, is not part of LDC 23. That assistance is still part of the carrier's Street Time and is part of the carrier's route time. It must, therefore, be attributed to LDC 22.

Carrier Drivers

Time spent in the office by bid carriers or their replacements on routes designated as Carrier Driver Routes should be transferred to Operation Number 7400. Time spent loading and/or driving between destinations on these routes should be attributed to Operation Number 7390 in LDC 23.

Express Mail Delivery

Time utilized by city delivery carriers assigned to deliver Express Mail Delivery that is not part of their regular route assignment should be attributed to Operation Number 7670 in LDC 23.

Conclusion

All work hours should be assigned to the functions where the work is actually performed. By providing this information and these guidelines, Headquarters Delivery Operations is requesting that they be utilized to assist in assigning hours to the proper operational function. We are also requesting that this information be utilized to assist in making accurate and appropriate work hour assignment decisions.

LABOR RELATIONS

UNITED STATES
POSTAL SERVICE

May 4, 2017

Mr. Brian J. Wagner   **Certified Mail Tracking Number:**
President   7016 1370 0002 3014 6618
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 expand the Secure Destruction (SD) mail service program to the first-class flat operation. Notice was provided to the Union on this program by letters dated July 16, 2013 and September 9, 2014 (enclosed). As previously informed, the SD program encompasses mail that is usually returned to mailers when it is undeliverable as addressed and cannot be forwarded. The subject expansion will provide electronic information to mailers and the actual undeliverable flat mail piece will be intercepted and shredded at 18 Flat Postal Automated Redirection System (FPARS) mail processing plants by Postal Service employees.

The SD flats will be sorted to a separate bin on the Automated Flats Sorting Machine (AFSM100) through the FPARS. When the bin is full, the SD flats will be placed in a flat tray and containerized. The SD flats will then go the SD verification area and after verification will be moved to the shredding operation.

The SD flat operation will be co-located with 16 of the 18 existing Combined Input Output Sub-System (CIOSS) operations that provide SD for first-class letter mail; the other two locations are the Gainesville, Florida Processing and Distribution Center and West Valley, Arizona Logistics and Distribution Center. It is anticipated that the expansion of this program to the flat operation will add an estimated 10 to 20 minutes per day of processing time. The average estimated processing time (i.e. shredding) per site is still approximately two (2) hours or less of work per day with the exception of the Pasadena, California combined site which has the highest SD mail volume.

The SD mail service operation for flats is scheduled to begin later this fall.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

UNITED STATES
POSTAL SERVICE

July 16, 2013

Mr. Louis Atkins   **Certified Mail Tracking Number:**
President   **7013 1090 0002 4435 0544**
National Association of Postal Supervisors
1727 King Street
Alexandria, VA 22314-2753

Dear Louis:

As a matter of general interest, the Postal Service plans to pilot test the Secure Destruction (SD) program at seven Area sites beginning in October. The project is targeted to mailers of credit cards, financial statements, and other documents of value. Currently, this type of mail is usually returned to mailers when it is undeliverable as addressed, and cannot be forwarded, or mailers do not want it to be forwarded. The SD program will provide electronic information to mailers and the actual letter will be shredded at mail processing plants by Postal Service employees.

Secure Destruction letters will be sorted to a separate bin on the Combined Input Output Sub-System (CIOSS) through the Postal Automated Redirection System (PARS). When the bin is full, the SD letters are placed in a tray and containerized. The SD letters then go to a SD verification area, adjacent to the waste mail verification area, where it is verified. After verification it is moved to the shredding operation.

For the purpose of the pilot, volunteers from both APWU and NPMHU crafts will be solicited. It is anticipated that the volumes available for the pilot, and the amount of work at the shredder operation, will be minimal during the testing period. The APWU and NPMHU are invited to observe the pilot test. If the decision is made to deploy the Secure Destruction program service wide, the parties will apply the principles and process of RI-399 for purposes of craft determination. Site visits will be scheduled and input solicited from the Unions.

Pilot Sites

Pacific Area   Sacramento, CA
Western Area   Las Vegas, NV
Southern Area   West Palm Beach, FL
Cap Metro Area   Southern MD
Northeast Area   Hartford, CT
Great Lakes Area   Palatine, IL
Eastern Area   Nashville, TN

If there are any questions, please contact Rickey Dean at extension 7412.

Sincerely,

Patrick M. Devine
Manager
Contract Administration (APWU)

(CA2013-626)

UNITED STATES
POSTAL SERVICE

September 9, 2014

Mr. Louis Atkins
President
National Association of Postal Supervisors
1727 King Street
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7013 3020 0002 3616 8398

Dear Louis:

This letter is in follow-up to the enclosed July 16, 2013 pilot notification regarding the Secure Destruction Program (SDP).

Please be advised that the SDP will be implemented nation-wide at all Combined Input/Output Sub-System (CIOSS) mail processing facilities effective November 18, 2014. Enclosed is the list of the CIOSS mail processing facilities where the SD program will be implemented. The bolded sites are current pilot sites.

The parties conducted site visits to observe the SDP on March 18th with the National Postal Mail Handlers Union (NPMHU) and April 7 with the American Postal Workers Union, AFL-CIO (APWU). It is anticipated that full deployment of the SDP will generate approximately 2 hours of work per day at each site. The Postal Service is considering whether a jurisdictional craft determination is required for the DSP. If a determination is required, a decision will also be made regarding which craft will be the primary craft for operating the SDP.

Consequently, the Postal Service invites the NPMHU and the APWU to provide input as to whether such a determination is required and, if so, which craft(s) the Unions believe should properly be assigned, in accordance with the principles of RI-399. It is, therefore, requested that the Unions provide their input on the SDP as soon as possible but no later than September 26.

If there are any questions, please contact Jacqueline Adona of my staff at extension 3800.

Sincerely,

Rickey R. Dean
A/Manager
Contract Administration (APWU)

Enclosure

(CA2014-702)

LABOR RELATIONS

UNITED STATES
POSTAL SERVICE

May 8, 2017

Mr. Brian J. Wagner   **Certified Mail Tracking Number:**
President   7016 1370 0002 3014 6854
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, Virginia 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service™ is redesigning the Post Office Boxes Online (POBOL) Application on USPS.com®.

The enhancements are intended to improve the customer experience by providing a more user-friendly online process and additional features including:

- Refund options,
- PO Box™ waitlist notifications and reservations,
- Ability to close a PO Box online, and
- Access to the application from a smartphone or tablet.

The redesigned application is expected to launch the beginning of June. Employees working in Retail units will be given a stand-up talk regarding the enhancements and Customer Care Agents will receive training which includes an overview of the changes and descriptions of the updates.

Enclosed is the stand-up talk for Retail units and the training material for Customer Care Agents.

Please contact Shannon Richardson at extension 5842 (or Bruce Nicholson at extension 7773) if you have any questions concerning this matter.

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

If anyone wants to see the copy of the PO Boxes Online Overview and Updates, you may contact NAPS Headquarters.

Service Talk for Retail

Redesign of the Post Office Boxes Online Application

The Post Office Boxes Online (POBOL) application was launched in 2008 to provide customers the convenience of reserving and managing a Post Office Box online via their USPS.com account. Unfortunately, since then, increased customer chargebacks and refund requests have been reported. In an effort to reduce these issues and improve the overall customer experience, the Postal Service™ is redesigning the Post Office Boxes Online application.

The following enhancements will be offered:

- The new application will be **mobile responsive** - so it will be easily accessed by customers on their internet-capable smartphone or tablet
- Customers will be able to close their PO Box™ online. If the PO Box was paid for online, the customer may apply for a refund, if eligible
- Customers will be notified via email when their waitlisted PO Box is available and will be able to reserve it online
- The POBOL application will be updated to have the same "look and feel" as the rest of USPS.com®
- USPS.com global header/footer will be present within the application
- Updates to the existing flow will make the application easier for customers to use

Please note that customers who are eligible for free Group E boxes as described in DMM 508.4.5.3 **should not** *use the Post Office Boxes Online application. Instruct these customers to reserve their Group E box at the Post Office.*

This release is scheduled to launch in Spring 2017.

The newly-designed application will continue to offer customers:

- The ability to request payment reminders via email
- The option to view their account status
- The ability to set up automatic payments and view their online payment history

All from the convenience of their internet-capable smartphone or tablet!

Please note that no PO Box processes at the Retail Office are changing. Customers that reserve a PO Box online will still have 30 days to activate their PO Box at the Post Office™ location where the box is reserved. A signed PS Form 1093, *Application for Post Office Box Service*, and two forms of acceptable ID (one with a photo and one to verify their address) must be provided.

Over the next few months, communications to existing POBOL customers and customer-facing USPS employees will be underway. Look for Fact Sheets, *Retail Digest* and *USPS NewsTalk* articles to stay informed of this release.

It is important that you are aware of the enhancements so you can inform your customers that they will soon have more options for managing their PO Box online.

RECEIVED

MAY 1 2 2017

Per_____

UNITED STATES
POSTAL SERVICE

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,

Rickey R. Dean
Manager
Contract Administration (APWU)

(CA2017-213)

UNITED STATES
POSTAL SERVICE

RECEIVED

MAY 1 5 2017
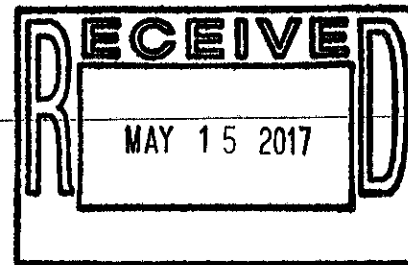
May 12, 2017

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

Dear Brian:

This is in response to your April 11, 2017 correspondence regarding a request for a briefing on exceptions that were added to FY2017 National Performance Assessment (NPA) Unit-Indicators, *Arrival at Unit (AAU)/Acceptable Delivery Event (ADE) Scan Performance* and *Parcel Select (Unit)*. You also alleged that the Postal Service proposed changes to those unit indicators to the United Postmasters and Managers of America (UPMA), in accordance with Title 39 §1004 (d).

The Postal Service discovered data for the *AAU/ADE Scan Performance* and *Parcel Select (Unit)* indicators were not available for some post offices which resulted in a 0.00% NPA score for those performance indicators. Temporary exceptions were added to remove the weights for those indicators that achieved 0.00% and redistributed proportionately to the remaining indicators on the Scorecard. This process is only temporary until accurate scores can be identified and applied to the NPA Scorecards for the affected offices.

The Postal Service has not proposed any change to the FY2017 NPA Unit-Indicators within the parameters of Title 39 § 1004 with UPMA. If the Postal Service determines that a change to the FY2017 NPA Unit-Indicators is needed, then the change will be proposed to the management associations pursuant to Title 39 § 1004 (d).

Phong Quang will contact you to coordinate a briefing with NAPS and the sponsor of this program.

Sincerely,

Bruce A. Nicholson
Manager
Labor Relations Policy Administration

NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

April 11, 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: Request for FY 2017 NPA Briefing AAU/ADE Scan and Parcel Select Indicators

Dear Bruce:
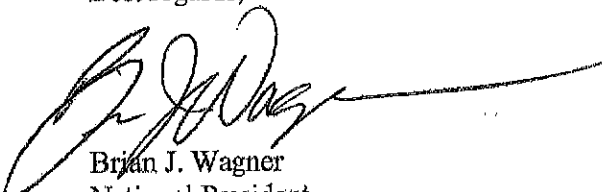
The National Association of Postal Supervisors (NAPS) received inquiries from members in the field regarding a change in the FY2017 NPA Scorecard for EAS *18 & Below PO*. As you are aware, according to Title 39, any changes to the current NPA program that may impact NAPS members requires the Postal Service to consult with NAPS prior to changes being made. In a follow up telephone conversation and an email received from you, NAPS was provided with the following message.

NPA has received many questions from the field regarding AAU/ADE scan and Parcel Select Indicators on the Post Office and Station/Branch Scorecards, and whether those indicators should apply to particular offices or not. To address the issue, NPA is applying 'exceptions' for those indicators if the Sponsor does not send data to NPA for an office, and redistributing the weights proportionately for Unit indicators that still apply. If we get data from the sponsor in successive months, we will remove the exception and put the indicator(s) back on the scorecard. You can see if your office is an 'exception' by looking at the 'Exceptions on Scorecards 2017' document from the 'Supporting Documents' link on the left.

Though the NPA "exceptions" may only impact EAS 18 & Below PO units, be advised that there are approximately 138 EAS-17 Customer Service supervisors assigned to some of these PO units. The thought that the Postal Service must only consult with the respective Postmaster Association on this issue is incorrect. NAPS is disappointed that we were not notified nor consulted with in advance of this exception being implemented.

In accordance with Title 39, the National Association of Postal Supervisors (NAPS) is requesting a briefing on the recent change in the *AAU/ADE Scan and Parcel Select NPA Indicators*. Thank you for your time. We look forward to a scheduled briefing.

Best regards,

Brian J. Wagner
National President

UNITED STATES
POSTAL SERVICE

May 22, 2017

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

Certified Mail Tracking Number:
70161370000230147196

Dear Brian:

As a matter of general interest, the Postal Service intends to pilot a Passport Appointment Scheduler (PAS). The scheduler is intended to provide customers, through a web-based system, the ability to schedule, view, and cancel passport appointments for a first-time passport application.

During the pilot, the PAS will be used for scheduling appointments at the sixteen locations identified as part of the passport center strategy. Notification of this strategy was provided by letter dated April 13.

The pilot offices will be provided a tablet which will be used to assist walk-in customers in scheduling an appointment through the PAS. Additionally, the daily passport appointment schedule will be available through the MyPO application. The pilot is anticipated to begin in June.

Enclosed is the following information:

- April 13 notification on passport center strategy
- Retail Stand-Up Talk
- Training
- Internal Fact Sheet

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

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4101
WWW.USPS.COM

(CA2017-252)

UNITED STATES
POSTAL SERVICE

April 13, 2017

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

Certified Mail Tracking Number:
7016 1370 0002 3014 5826

Dear Brian:

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

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

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

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

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

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure

(CA2017-180)

Retail Stand-Up Talk

May 11, 2017

Passport Appointment Scheduler (PAS)
Customer Friendly Experience

As the demand for passport services continues to grow across the country, customers are expecting more digital and innovative ways when scheduling their appointments with the USPS. The Passport Appointment Scheduler (PAS) will provide customers with the ability to book their passport appointments either online or through their mobile device.

PAS is initially being tested at 16 sites across the country. The effectiveness and the benefits of the tool for both customers and the Postal Service alike will be closely measured. Your office will be a part of that test, so it will be especially important for you to know how PAS works when creating customer awareness and answering their questions.

With PAS, if a customer should come to your office for a passport – and they do not have an appointment – you will still want to make every effort to schedule them for the next appointment opening. However, you can also give them the option of making an on-the-spot appointment through PAS by using your office tablet.

PAS will give offices the capability of printing out a daily appointment schedule through the MyPO Application. This will give offices a better picture of how many customers have scheduled a passport appointment on any given day so resources can be staffed accordingly.

You will receive training on the Passport Appointment Scheduler and other job aids that will assist you in serving your customers as they begin to use the tool. Thank you for your support of PAS and dedication to the Postal Service!

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USPS Passport Services

Passport Appointment Scheduler (PAS)
Pilot Kickoff

May 2017

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In today's webinar, we will:

✓ Provide an overview of the Passport Appointment Scheduler (PAS) pilot

✓ Walk through the Customer View of PAS and show how customers will be making appointments using PAS

✓ Demonstrate how clerks and supervisors will manage and update the daily schedule through MyPO

PAS Overview

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- The Passport Appointment Scheduler (PAS) is being tested at 16 pilot sites with a national deployment planned for early FY2018.

- The PAS seeks to offer a **better customer experience** as a self-service tool that:

  - ✓ Enables customers to create and adjust their own appointments online

  - ✓ Standardizes the appointment process for both individual and family appointments

  - ✓ Provides real-time electronic notification of appointment status

  - ✓ Enables access to multiple Post Offices across the country

For Post Offices participating in the PAS pilot:

- Customers will be **able to search for, schedule, view, cancel and reschedule** passport appointments (individual and family) using the PAS

- Customers will receive **e-mail confirmations** throughout the process from the PAS

- **A dedicated phone help desk will support the customer** by canceling, rescheduling, or confirming appointments using the PAS

- Post Office staff, through MyPO user will be able to **print a schedule** with existing appointments for the day to manage customer intake

PAS Customer Interface
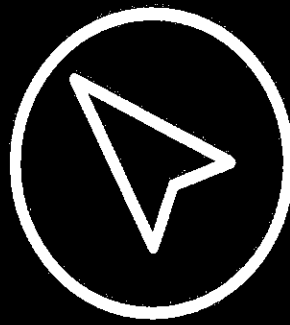
PAS Home Page

Customers will visit passportscheduler.usps.com to make an appointment for passport and photo services during the Passport Test

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USPS.COM

Quick Tools   Mail & Ship   Track & Manage   Postal Store   Business   International

English ∨   Customer Service   My USPS   Help   Register / Sign in

Passports

Schedule a Passport Appointment Online

Thousands of Post Offices™ around the country can accept passport applications on behalf of the United States Department of State. Now, in select locations*, you can schedule an appointment online to expedite your first time passport application process. Save time and get the products and services you need to prepare and submit your passport application.

You can also have your passport photo taken on-site for an additional fee at some locations.

Schedule an appointment now to apply for your passport at a participating Post Office location.*

Schedule an Appointment

*Only available in certain locations.

Customers will click 'Schedule an Appointment'

Searching for an Appointment

UNITED STATES POSTAL SERVICE®

≡USPS.COM™

Quick Tools | Mail & Ship | Track & Manage | Business | Postal Store | International | Help

Appointment Scheduler

1. Customers will select 'Individual' or 'Family Appointment' based on their needs and complete the highlighted fields

2. Type in a Zip Code or City/State and click 'Search' to see a display of available sites

Search Locations

* indicates a required field

◉ Individual ○ Family Appointment

Select additional family members.

Facility Type: Post Office

Location Type: Passport

Walk Distance: 20 miles

City and State, or ZIP Code:
baltimore, md ✕

[Search]

*Enter English for all fields.

Select Location and Scroll Down to select an appointment time.

Location Selection

Map Viewer

Distance	Location	Hours		Photo Hours	
2.5 mi	HAMPDEN ROLAND PARK 919 W 34TH ST BALTIMORE, MD 21211 - 9998 (410) 347-4275 Lot Parking Available	Mon-Fri: Sat-Sun:	10:00 AM - 4:00 PM Closed	Mon-Fri: Sat-Sun:	10:00 AM - 4:00 PM Closed
		For more information, contact the Department of State at travel.state.gov.			
5.3 mi	MOUNT WASHINGTON 5730 COTTONWORTH AVE BALTIMORE, MD 21209 - 9998 (410) 347-4275 Lot Parking Available	Mon-Fri: Sat-Sun:	10:00 AM - 3:00 PM Closed	Mon-Fri: Sat-Sun:	10:00 AM - 3:00 PM Closed
		For more information, contact the Department of State at travel.state.gov.			

3. Click anywhere in the row to select the site desired

Selecting Appointment Time

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Schedule an appointment at the Hampden Roland Park location.

Date: 05/16/2017

May 2017

Su	Mo	Tu	We	Th	Fr	Sa
	16	17	18	19	20	
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

16 Tu May

Appointments may only be booked four weeks in advance.

Event

Time	Event
11:30 AM-11:45 AM	Book Appointment
11:45 AM-12:00 PM	Book Appointment
12:00 PM-12:15 PM	Book Appointment
12:15 PM-12:30 PM	Book Appointment
12:30 PM-12:45 PM	Book Appointment
12:45 PM-1:00 PM	Book Appointment
2:15 PM-2:30 PM	Book Appointment
2:30 PM-2:45 PM	Book Appointment
2:45 PM-3:00 PM	Book Appointment
3:00 PM-3:15 PM	Book Appointment
3:15 PM-3:30 PM	Book Appointment
3:30 PM-3:45 PM	Book Appointment
3:45 PM-4:00 PM	Book Appointment

1. After selecting desired site, customer can view available appointments

Customer can view appointments for up to four weeks from date of search

Customer cannot schedule same day appointments and the cut-off for next day appointments is 5PM

Each individual would have a 15 minute appointment

2. Click 'Book Appointment' to begin

1. Customers will complete the highlighted fields and then click 'Save'

2. Appointment time selected on previous screen will be depicted here

Schedule Your Appointment

Appointment   Appointment Requirements

First Name   First

Last Name   Last

Mobile Number   000-000-0000

Email   Email

Appointment Time: 5/16/2017 10:00 AM

Privacy Act Statement

I agree to participate in a voluntary survey, via-email, about my passport application acceptance appointment.

I'm not a robot

Cancel

Scheduling Family Appointment

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If 'Family Appointment' was selected on Home Page, customers will be able to schedule appointments for up to five other family members for the selected day

1. Customers will complete the highlighted fields and then click 'Save'

2. Provide number of family members -- adults and/or kids

PAS will allot 15 minutes for each family member, e.g. a family of 3 will have a 45 minute appointment

Schedule Your Appointment

Appointment | Appointment Requirements

First Name | First
Last Name | Last
Mobile Number | 000-000-0000
Email | Email
Appointment Time: | 5/16/2017 10:00 AM
Adults(18+) | 4
Kids | 2

Privacy Act Statement

☒ I agree to participate in a voluntary survey, via e-mail, about my passport application acceptance appointment.

I'm not a robot

Cancel

Confirmation and Appointment Management

UNITED STATES POSTAL SERVICE®

≡USPS.COM®

Appointment Confirmation Number: 4-27-TABOR-B23E5702

1. After clicking 'Save' on prior screen, the customer will be led to a confirmation page and receive a confirmation email to the address used to make the appointment

2. Customers would click on 'Manage My Appointments' to view or cancel an appointment

Customers must cancel an existing appointment first in order to schedule a new one with the same contact information

Hello Alexandra Tabor,

Thank you for using the Passport Appointment Scheduler. The details of your appointment are below. Please review your information to ensure that it is accurate.

Please arrive 10 minutes prior to your scheduled appointment time. If you are more than 5 minutes late to the appointment, it may be cancelled. To view/cancel your appointment, please visit Manage My Appointment.

Appointment Details:

Location: Hampden Roland Park

Address: 919 W 34th St Baltimore, MD, 21211

Date & Time: Thursday, April 27, 2017 | 10:00 AM - 11:15 AM

Confirmation Code: 4-27-TABOR-B23E5702

Appointment: Passport - Family (5 people)

Parking: Lot

Please prepare to bring the following items to your appointment:

1. Complete and print Form DS-11: Application For A U.S. Passport which can be found here.
2. Proof of U.S. Citizenship, definition found on Form DS-11.
3. Proof of Identity, definition found on Form DS-11.
4. Bring Photocopies of your U.S. Citizenship and Identification Document(s).
5. Appropriate form of Payment. Prices and forms of payment for fees can be found here. *Note: Debit and credit cards are not an appropriate form of payment for the Department of State application fee.*
6. Appropriate Passport Photo. *Note: Passport photos can be taken at USPS locations for an additional fee.*

Thank you for choosing the United States Postal Service®. We appreciate your business.

Please do not respond to this system-generated email.

If you need assistance with your appointment, please visit FAQs or send an email to the Passport Appointment Scheduler Pilot Help Desk at PassportAppointmentSchedulerPilot@usps.gov.

PAS FAQs and Help Desk

Customers can access PAS FAQS from the PAS homepage or at the bottom of any page in PAS

≡USPS.COM° Quick Tools

Mail & Ship   Track & Manage   Postal Store   Business   International°   Help

Appointment Sched

Help
Find Missing Mail
File a Claim
Request a Refund
Contact Us
FAQs

Search Locations

*indicates a required field

◉ Individual ○ Family Appointment

Select additional family members. ⌄

Location Type
Passport ⌄

Facility Type
Post Office ⌄

Within Distance ⓘ
20 miles ⌄

*City and State, or ZIP Code
baltimore, md

Search

*Enter English for all fields.

Select Location and Scroll Down to select an appointment time.

2:30 PM-2:45 PM	Book Appointment
2:45 PM-3:00 PM	Book Appointment
	Book Appointment

Need additional help?

Go to our FAQ section to find answers to your Passport Appointment Scheduler questions.

FAQs

If you have any further questions please contact the Passport Appointment Help Desk
Passportappointmentscheduler@usps.gov

Customers can also contact the PAS Help Desk via email with questions

PAS Retail View – MyPO
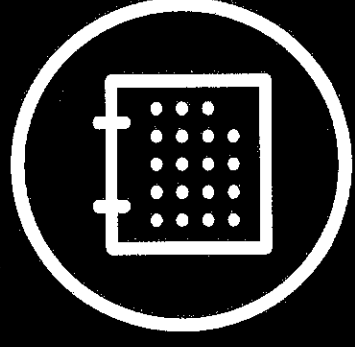
Retail Employee User

- PAS is a self-service tool for customers. Appointments made via PAS will be viewable to retail employees through MyPO.

- Through MyPO, authorized **employees will be able to:**

  - **View appointments** at their respective Post Office

  - **Print scheduled appointments** at their location for the clerks to manage customer intake

  - **Track day of changes** to customer appointments (e.g. no-shows, late arrivals) and input them into PAS

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USPS Customers

- ✓ Make appointments online
- ✓ Have questions answered through PAS Help Desk or PAS FAQs
- ✓ Manage their own appointments

USPS Passport Trained Clerks

- ✓ Encourage customers to schedule appointments online using PAS
- ✓ Manage customer intake through the daily schedule
- ✓ Manually update the status of appointments on the printed daily schedule
- ✓ Service walk-in customers when possible and write their information onto the printed schedule
- ✓ Provide final print-out to MyPO user at close of business
- ✓ Report any issues or insights on customer use of PAS to supervisors

USPS MyPO Users

- ✓ Monitor appointment schedule and plan staffing to meet demand
- ✓ Print daily schedule using MyPO for the clerks
- ✓ Upload status of appointments and associated comments at close of business into MyPO
- ✓ Report any issues or insights on customer use of PAS to District Retail Marketing Managers

MyPO View

UNITED STATES POSTAL SERVICE®

PINE VALLEY | User: PRTL11 | Retail Manifest | Carrier Manifest | Logout

Session will Timeout in 29:30

Task List

Show All

Retail Inventory   1

2856 - Damage Claims   2

User will log into MyPo with existing credentials

Select 'Passport Schedule'

My Post Office

ECC Cases

PINE VALLEY
28858 OLD HIGHWAY 80
PINE VALLEY, CA 91962-9998
FDBID: 1377559
Finance No: 56042

MyPO Tasks and Actions:

Search Tasks   Fill Form

Alerts (0)

- Manage My Employee Engagement Programs
- MyPO User Guide
- ECC User Guide
- ECC Access
- Damaged Article Claims
- Passport Schedule

Build: [5.1.6, 04/19/2017]

DURAT Activities (0)

- Partnership Agreement
- Reports Module
- CAO Core Language
- Consumer Advocate
- Mail Recovery Center Search Request

Last Login: PRTL11 04/19/2017 14:02:24 CST

Retail Login

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USPS.COM®

Mail & Ship   Track & Manage   Postal Store   Business   International   Help

--- Log in ---

Email
samueljkim@deloitte.com

*Password

Log in

User will be
provided login
credentials by
USPS HQ for the
Retail View

Retail User View

UNITED STATES POSTAL SERVICE®

USPS.COM®

Help

Retail Office

Retail View

Filter Panel

* Please choose a location before searching for an appointment.

Location ⊙
Hampden Roland Park - Baltimore, MD ∨

Appointment Date ⊙
05/16/2017 📅

Service Type ⊙
Passport ∨

Last Name
Last

First Name
First

Confirmation Number ⊙
Confirmation Number

Filter

Export as PDF

Scheduler

◄ ► 05/16/2017 📅

Date	Time	Event	Status	Comments
16 Tuesday May, 2017	10:00 AM - 11:30 AM *Family Appointment* ☐ *On Time*	Customer Name: Tabor, Alexandra Email Address: Atabor@deloitte.com Phone Number: 9802975991 Edit Appointment Cancel Appointment	☐ Cancelled – No Show ☐ Incomplete Documents ☐ Rescheduled ☐ Application Completed	No comments added yet

1. After logging in, User selects 'Retail Office'

2. User will select 'Location' from the pre-populated list and the date to see what appointments have been scheduled for the day

3. Schedule can be printed by clicking 'Export as PDF' and then saving

Daily Appointments Schedule

UNITED STATES POSTAL SERVICE®

The daily schedule will provide the listing of all appointments for the day

Date	Time	Event	Status	Comments
16 Tuesday May, 2017	10:00 AM - 11:30 AM *Family Appointment* ☐ On Time	Customer Name: Tabor, Alexandra Email Address: Altabor@deloitte.com Phone Number: 9802975991	☐ Cancelled - No Show ☐ Incomplete Documents ☐ Rescheduled ☐ Application Completed	No comments added yet
	11:30 AM - 11:45 AM *Individual Appointment* ☐ On Time	Customer Name: Tabor, Alexandra Email Address: Altabor@deloitte.com Phone Number: 9082098123	☐ Cancelled - No Show ☐ Incomplete Documents ☐ Rescheduled ☐ Application Completed	No comments added yet

The schedule should be placed in an accessible area not viewable to the public, such as the clerk drawer, to support clerk(s) in managing customer intake

Throughout the day the clerk(s) need to manually update:

- **Check if the customer was on time (within 5 minutes of scheduled appointment time)**
- **Check the status of the appointment**
- **Add any comments relevant to the appointment status, such as customer arrival details (tardiness)**

Tracking Changes to Schedule

This is the PAS Retail page shown immediately after login from MyPO

Retail View

USPS.COM   Retail Office   Help   Sign Out

Filter Panel

* Please choose a location before searching for an appointment.

Location: Hampden Roland Park – Baltimore, MD

Appointment Date: 05/16/2017

Service Type: Passport

Last Name: First

First Name: First

Confirmation Number: Confirmation Number

Filter

Export as PDF

Scheduler

05/16/2017

Date	Time	Event	Status	Comments
Tuesday May 16, '17 **16**	10:00 AM – 11:30 AM *Family Appointment* □ On Time	Customer Name: Tabor, Alexandra Email Address: Altabor@deloitte.com Phone Number: 9802975991 Edit Appointment Cancel Appointment	□ Cancelled – No Show □ Incomplete Documents □ Rescheduled □ Application Completed	No comments added yet

1. Clerk to turn in manual appointment sheet to MyPO User at close of business

2. MyPO User will login to the PAS Retail view and update the status of appointments for that day based on manual updates provided by the clerks

3. The User will update the status by checking the boxes under 'Status' and by clicking 'Edit Appointment' to add comments

UNITED STATES POSTAL SERVICE®

Tracking Changes to Schedule

UNITED STATES POSTAL SERVICE®

Event

First Name: Alexandra

Last Name: Tabor

Email: Altabor@deloitte.com

Phone: 9082098123

Appointment Time: 5/16/2017 11:30 AM

On Time: ☐

Appointment Status: Select appointment status
Cancelled – No Show
Incomplete Documents
Rescheduled
Application Completed

Comment:

Save   Cancel

hen the User clicks 'Edit Appointment' they will be able to provide information on whether the customer was on time, the status of the appointment, and any comments related to the 'customer's appointment

Be sure to Click 'Save'

Recap: Managing Daily Schedule

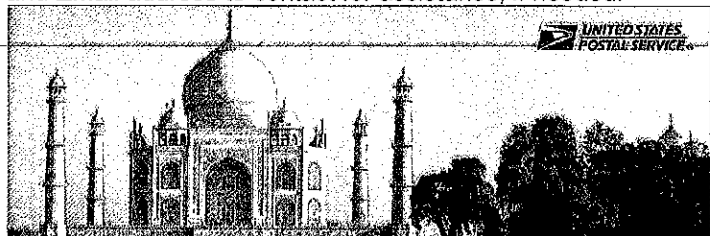| USPS Customers	USPS Passport Trained Clerks	USPS MyPO Users
✓ Make appointments online ✓ Have questions answered through PAS Help Desk or PAS FAQs ✓ Manage their own appointments	✓ Encourage customers to schedule appointments online using PAS ✓ Manage customer intake through the daily schedule ✓ Manually update the status of appointments on the printed daily schedule ✓ Service walk-in customers when possible and write their information onto the printed schedule ✓ Provide final print-out to MyPO user at close of business ✓ Report any issues or insights on customer use of PAS to supervisors	✓ Monitor appointment schedule and plan staffing to meet demand ✓ Print daily schedule using MyPO for the clerks ✓ Upload status of appointments and associated comments at close of business into MyPO ✓ Report any issues or insights on customer use of PAS to District Retail Marketing Managers

QUESTIONS

UNITED STATES
POSTAL SERVICE®

USPS® Passport Appointment Scheduler Pilot
Internal Fact Sheet

New Passport Appointment Scheduler Pilot: Coming Soon to 16 Post Office Locations!

The U.S. Postal Service® processes millions of passport applications each year through both walk-ins and appointments. In an effort to provide the convenience of scheduling passport appointments online, we are pleased to announce that the Passport Appointment Scheduler (PAS) pilot will be available in 16 Post Office™ locations in the U.S. (see list) in Summer 2017.

The Passport Appointment Scheduler pilot will offer customers the ability to schedule, view and cancel appointments for a first-time passport application at their local Post Office™. Customers will also receive email notifications throughout the appointment process and be provided a dedicated Help Desk phone number and Email address to contact for assistance, if needed.

> **Participating Pilot Post Office Locations:**
>
> Mount Prospect (Mount Prospect, IL)/Buffalo Grove (Buffalo Grove, IL)/Deerfield (Deerfield, IL)/Lake Zurich (Lake Zurich, IL)/Hicksville (Hicksville, NY)/Toms River (Toms River, NJ)/Syosset (Syosset, NY)/Bohemia (Bohemia, NY)/Rockville Centre (Rockville Centre, NY)/Lakehurst (Lakehurst, NJ)/Rumson (Rumson, NJ)/Belmar (Belmar, NJ)/Loch Raven (Towson, MD)/Hampden Roland Park (Baltimore, MD)/Mount Washington (Baltimore, MD)/Raspeburg (Baltimore, MD)

APPLY HERE. GET THERE.
Now You Can Schedule a Passport Appointment Online with USPS!

Below are a few frequently-asked questions and responses about the pilot:

How do customers schedule a passport appointment using the new Passport Appointment Scheduler?

Customers serviced by Post Offices participating in the pilot will receive notification in the mail (see above) with instructions on how to access the tool. An Email notification will also be sent to USPS.com customers who are opted in for notifications.

How long will a passport appointment take?

A typical passport appointment should take approximately 10 to 15 minutes, if a passport photo is taken. Family appointments add 15 minutes for each family member scheduled. For instance, a 4-person family appointment will take 60 minutes.

What will happen if a customer is late to their appointment?

If a customer is more than 5 minutes late to a scheduled appointment, the appointment may be forfeited or given to another customer requesting passport services. Customers should make an effort to be 10 minutes early for their scheduled appointment.

Can a family appointment be scheduled?

Yes. Family appointments are available for up to 5 additional individuals in one appointment (6 individuals in total).

Can customers make a same-day appointment?

No. Customers will not be able to make same day appointments through the online Passport Appointment Scheduler. However, they may call the Passport Appointment Pilot Help Desk Support Team at (202)-268-7900 to help find a Post Office in their vicinity that accepts walk-in passport services.

What do customers need to bring to their appointment?

Customers should access the Department of State website at travel.state.gov/content/passports/en/passports/forms.html to obtain the DS-11, Application For a U.S. Passport form. Here are a list of items customers need for the appointment:

- ✓ Complete and print Form DS-11: Application For a U.S. Passport
- ✓ Proof of U.S. Citizenship, definition found on Form DS-11.
- ✓ Proof of Identity, definition found on Form DS-11.
- ✓ Bring **Photocopies** of U.S. Citizenship and Identification Document(s).
- ✓ Appropriate form of **payment, prices, and acceptable forms of payment** for fees can be found on the Department of State website at travel.state.gov/content/passports/en/passports/information/fees.html. Please note: Debit and credit cards are not an appropriate form of payment for the Department of State application fee.
- ✓ Appropriate **Passport Photo**. Note: Passport photos can be taken at USPS pilot locations for a fee.

Will customers be able to change the time and/or location of an existing appointment?

No. For the pilot, customers will not be able to make those corrections to existing appointments. They will have to cancel their existing appointment first and then make another appointment.

Will customers be able to schedule an appointment online at *all* Post Office locations?

No. Online scheduling will only be available at select locations; however, customers are still able to call their local Post Office for an appointment if that office provides passport services by appointment only.

**UNITED STATES
POSTAL SERVICE**

May 22, 2017

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

Certified Mail Tracking Number:
70161370000230147172

Dear Mark:

As a matter of general interest, the Postal Service plans to resume the recognition program for employees at the Customer Care Centers. The previous recognition program was known as the Vice-Presidents Club. At each of the four Customer Care Centers, one Customer Care Agent will be recognized on a quarterly basis; they will be called Customer Service Champions. These Customer Service Champions will be selected from the top performers at each center based upon their interaction with customers.

The recognition program is scheduled to begin in July and will be based on employee performance for the preceding three month period (quarter 3) and will continue on a quarterly basis. Enclosed is a copy of the service talk on the program, containing a listing of the eligibility criteria and detailing the rewards that come along with being recognized as a Customer Service Champion.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure

(CA2017-251)

Customer Service Champions

Thank you for the hard work you do every day assisting customers and resolving issues. Your efforts are very much appreciated but now it's time to take it to the next level.

Senior Vice President Cliff Rucker wants to recognize an Agent every quarter at each site that is delivering a world class experience with every interaction with our customers.

This quarterly award will be based upon the following eligibility requirements.

➢ Agent must have taken calls in all three months of the performance period.
➢ Agent must have Five (5) or more QA program 100% evaluation scores during the performance period.
➢ Agent must have an average of 80% or better during the performance period. (If an Agent has zero survey responses this requirement will be waived.)
➢ Agent must not have any QA program auto fails during the performance period.
➢ Agent must not have any unscheduled leave during the performance period.
➢ Agent must not have any formal discipline (LOW or greater) during the performance period.

If more than one Agent meets all of the eligibility requirements the following tie-breakers will be used in order.

1. Agent with the highest gross generated during the performance period.
   o If the final candidates have not generated any revenue then a second tie-breaker criteria will be used.
2. Agent with the highest average QA program score value as measured to the hundredths position.

Being recognized as a Customer Service Champion comes with its rewards:

❖ Name placement on site plaque
❖ Certificate for work area and hard copy in HR file
❖ Reserved parking for three (3) months

Starts: July 2017

If an Agent meets all the required criteria but is not the ultimate winner, they will be recognized with a SVP Finalist Certificate.

United States Postal Service Primary Core Value:
Start with the Customer's Need in Mind

RECEIVED

MAY 2 2 **2017**

Per _____

UNITED STATES
POSTAL SERVICE

May 17, 2017

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

Dear Brian:

This is in response to your May 4 correspondence concerning the Postal Service's
planned nationwide decentralization of the Computerized Forwarding System (CFS)
units into mail processing operations. You requested a briefing on the potential impacts
to EAS employees affected by the change. NAPS was provided notification of this
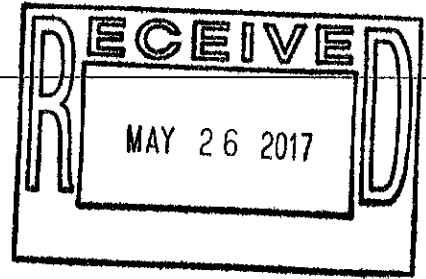change on April 20, 2017.

We are gathering information responsive to the questions you provided in your May 4
correspondence and will schedule a briefing once this information is available.

Sincerely,

Bruce A. Nicholson
Manager
Labor Relations Policy Administration

UNITED STATES
POSTAL SERVICE

RECEIVED
MAY 26 2017

May 24, 2017

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

Dear Brian:

You were provided notice on February 5, 2015, of revisions to Handbooks M-41, *City Delivery Carriers Duties and Responsibilities*, PO-603, *Rural Carrier Duties and Responsibilities*, EL-814, *Employee's Guide to Safety*, EL-801, *Supervisor's Safety Handbook*, and PO-701, *Fleet Management*.

The revisions include safety requirements for employees when using any type of mobile device during the performance of their assigned duties. Please note that publication of the subject changes was delayed, but we intend to implement the changes shortly. The changes will be included in an upcoming Postal Bulletin.

We have included a copy of our original notice with attachments.

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

Sincerely,

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosures

UNITED STATES
POSTAL SERVICE

February 5, 2015

Mr. Louis M. Atkins
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7014 0510 0000 6596 6352

Dear Louis·

The Postal Service proposes to revise Handbook M-41, *City Delivery Carriers Duties and Responsibilities*, Handbook PO-603, *Rural Carrier Duties and Responsibilities*, Handbook EL-814, *Employee's Guide to Safety*, Handbook EL-801, *Supervisor's Safety Handbook*, and Handbook PO-701, *Fleet Management.*.

The purpose of the proposed revisions is to provide safety requirements for employees when using any type of mobile device during the performance of their assigned duties.

We have enclosed:

- Two copies of the proposed final draft of Handbook M-41, *City Delivery Carriers Duties and Responsibilities*, Handbook PO-603, *Rural Carrier Duties and Responsibilities*, Handbook EL-814, *Employee's Guide to Safety*, Handbook EL-801, *Supervisor's Safety Handbook*, and Handbook PO-701, *Fleet Management*, one with and one without changes identified.

Please contact John Cavallo at extension 3804 if you have questions concerning this matter.

Sincerely,

Alan S. Moore
Manager
Labor Relations Policy and Programs

Enclosures

**UNITED STATES
POSTAL SERVICE**

February 3, 2015

The Postal Service announced the intent to enable the "text messaging" function on the new Mobile Delivery Device (MDD) by letter dated October 24, 2014.

To ensure that all employees are aware of the safety requirements of using this feature, the following handbooks and manuals require updating:

Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

Handbook PO-603, *Rural Carrier Duties and Responsibilities*

Handbook EL-814, *Employee's Guide to Safety*

Handbook EL-801, *Supervisor's Safety Handbook*

Handbook PO-701, *Fleet Management*

The proposed revisions have an impact on employees based on the safety requirements restricting the usage of mobile devices during the performance of their assigned duties.

Linda DeCarlo, Manager
Safety and OSHA Compliance Programs

Existing Verbiage in Manuals

M-41

133.2 Do not finger mail when driving, or when walking up or down steps or curbs, when crossing streets, or at any time it would create a safety hazard to the carriers or to the public.

812.4 Do not finger mail while driving or hold mail in your hands while the vehicle is in motion. You must use mirror to check for pedestrians ahead, in back, and on both sides before placing the vehicle in motion.

Proposed Language:

133.2 Do not finger mail or use mobile devices when driving, or when walking up or down steps or curbs, when crossing streets, or at any time it would create a safety hazard to the carriers or to the public.

812.4 Do not finger mail or use mobile devices while driving or hold mail or mobile devices in your hands while the vehicle is in motion. You must use mirror to check for pedestrians ahead, in back, and on both sides before placing the vehicle in motion.

PO 603

171.8 Unsafe Practices

DO NOT FINGER MAIL WHILE DRIVING, or engage in other unsafe practices when the vehicle is in motion.

No reference to walking in PO603

Proposed Language:

171.8 Unsafe Practices

DO NOT FINGER MAIL, or engage in other unsafe practices, such as talking on a cell phone or using a mobile device WHILE DRIVING or when walking up or down steps or curbs, or when crossing streets.

E. Driving Regulations

   1. General Rules

- Never finger mail or hold it in your hands while you drive.
- Move your vehicle only when you are absolutely certain that it is safe to do so, especially if children may be nearby. If necessary, get out, circle your vehicle, and check underneath to make sure.
- Yield the right of way and make any other concessions necessary to avoid an accident.
- Always maintain a safe stopping distance, being especially careful driving during adverse weather.
- When following another vehicle in clear weather, you can judge the necessary distance between it and your vehicle by using the 4-second rule. Choose a landmark. When the vehicle ahead of you passes it, begin to count one thousand and one, one thousand and two, one thousand and three, one thousand and four. If you pass the landmark before you reach one thousand and four, you are following too closely. During adverse weather, stay farther behind the vehicle in front of you. If you are following larger trucks (1-ton or more), increase the time lapse to 6 seconds.
- Use your turn signal before turning, changing lanes, or pulling to or away from the curb or shoulder of the road.
- Enter all unregulated or unprotected intersections slowly and cautiously. Slow down and do not enter the cross street until you are sure you can do so safety.
- Before entering any intersection, slow down and look left, then right, then left again. Remember that danger is always closer from the left when the roadway is two directional.
- Never wear headphones or headsets or any other device that can diminish your hearing while you are operating a motor vehicle.

Proposed Language:

E. Driving Regulations

   1. General Rules

- Never finger mail or hold it in your hands while you drive.
- Do not use a cell phone, text or read text messages while driving. Find a safe location to pull off the road before engaging in these activities.
- Move your vehicle only when you are absolutely certain that it is safe to do so, especially if children may be nearby. If necessary, get out, circle your vehicle, and check underneath to make sure.
- Yield the right of way and make any other concessions necessary to avoid an accident.

- Always maintain a safe stopping distance, being especially careful driving during adverse weather.
- When following another vehicle in clear weather, you can judge the necessary distance between it and your vehicle by using the 4-second rule. Choose a landmark. When the vehicle ahead of you passes it, begin to count one thousand and one, one thousand and two, one thousand and three, one thousand and four. If you pass the landmark before you reach one thousand and four, you are following too closely. During adverse weather, stay farther behind the vehicle in front of you. If you are following larger trucks (1-ton or more), increase the time lapse to 6 seconds.
- Use your turn signal before turning, changing lanes, or pulling to or away from the curb or shoulder of the road.
- Enter all unregulated or unprotected intersections slowly and cautiously. Slow down and do not enter the cross street until you are sure you can do so safety.
- Before entering any intersection, slow down and look left, then right, then left again. Remember that danger is always closer from the left when the roadway is two directional.
- Never wear headphones or headsets or any other device that can diminish your hearing while you are operating a motor vehicle

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EL-801

3-5.4 Motor Vehicle Safety Rules
You must ensure that motor vehicle operators follow all motor vehicle safety rules, including those listed in *a* through *y:*

Proposed Language

3-5.4 Motor Vehicle Safety Rules
You must ensure that motor vehicle operators follow all motor vehicle safety rules, including those listed in *a* through z:

z. Do not use a cell phone, text or read text messages while driving. Find a safe location to pull off the road before engaging in these activities.

245 **Driver Responsibility**

245.2 **Driving Practices**

245.25 **Traffic Laws**

Employees driving postal vehicles must comply with state and local traffic laws at all times. Traffic violations are the responsibility of the driver. Postal vehicles have no special right-of-way over private vehicles.

245.26 **Seat Belts**

Any employee (except rural carriers) operating a postal-owned, leased, or privately owned (used during official business) vehicle must use a seat belt any time the vehicle is in motion. Refer to Handbook EL-801, *Supervisor's Safety Handbook.* Rural carriers must use seat belts in accordance with Handbook M-37, *Rural Delivery Carrier's Duties and Responsibilities.*

Proposed Language

245.xx Use of Mobile Devices

Do not use a cell phone, text or read text messages while driving. Find a safe location to pull off the road before engaging in these activities.

LABOR RELATIONS

UNITED STATES
POSTAL SERVICE

May 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 is revising the *Postal Operations Manual* (POM), Chapter 6 Section 665 - *Postal Service Standards of Conduct*, 665.26 *Intoxicating Beverages* and Title 39 C.F.R. § 447.21(e).

These revisions are being made to clarify the Postal Service's policy related to Intoxicating Beverages.

Enclosed is a copy of the original language and the final draft changes.

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

Sincerely,

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosure

39 C.F.R. § 447.21(e).
(Current)

No employee shall habitually use intoxicating beverages to excess. No employee shall drink beer, wine, or other intoxicating beverages while on duty. No employee shall begin work or return to duty while intoxicated. No employee shall drink intoxicating beverages in a public place while in uniform. Unless the Postmaster General specifically authorizes an exception (as in the case, for example, of an official reception) no employee shall have or bring any container of beer, wine, or other intoxicating beverage on premises

Employee and Labor Relations Manual § 665.26.
(Current)

Employees must not drink beer, wine, or other intoxicating beverages while on duty; begin work or return to duty intoxicated; or drink intoxicating beverages in a public place while in uniform. Unless the postmaster general specifically authorizes an exception (for example, an official reception), employees must not have or bring any container of beer, wine, or other intoxicating beverage into any Postal Service facility or premises, whether or not the container has been opened. Employees found to be violating this policy may be subject to disciplinary action.

Replacement for Both C.F.R. and ELM
(Proposed)

Except as provided below, employees must not drink beer, wine, or other intoxicating beverages while on duty; begin work or return to duty intoxicated; or drink intoxicating beverages in a public place while in uniform. Employees found to be violating this policy may be subject to disciplinary action.

A nonbargaining employee may consume beer or wine at an Officer Approved Event. "Officer Approved Event" means: (a) a meeting of Postal Service employees convened by management, such as a working meal, an employee recognition event, or an employee appreciation event; or (b) an event whose primary purpose is to interact with external individuals or entities, such as an industry conference, a sales meeting, or a supplier meeting; that in all cases is either attended by an Officer of the Postal Service who personally decides that the consumption of beer and wine by employees is appropriate, or with respect to which an Officer of the Postal Service has granted specific, written, and advance approval for the consumption of beer and wine by employees.

A nonbargaining employee may consume beer, wine, or other intoxicating beverages at a Postmaster General Approved Event. "Postmaster General Approved Event" means any Postal Service-related event with respect to which the Postmaster General personally approves the consumption of beer, wine, or other intoxicating beverages.

No employee may become intoxicated while at an Officer Approved Event or a Postmaster General Approved Event. Except in connection with an Officer Approved Event or a Postmaster General Approved Event occurring at a Postal Service facility or premises, no employee shall have or bring any container of beer or wine into any Postal Service facility or premises, whether the container has been opened or not. Intoxicating beverages other than beer and wine may never be brought into any Postal Service facility or premises under any circumstances.