

# AMS/ADCS 4.0 Web Introduction



- Define
- What has/has not changed
- Demo of the application
  - Landing Page
  - Log On Process
  - Batch Reports
    - Edit = Revised
    - Pagination
    - “?” - Help
  - Navigation
  - Geoseg
    - Geoseg Messages
- Delivery Point
  - Undo/Undo All
  - Select/Save Template
- LACS
  - New arrow link button
- Address Look Up
- Carrier Maintenance
- EESI/AIM
- Resequenece/Adjust
- Case Labels

## AMS Rewrite = AMS-ADCS 4.0

### AMS-ADCS

The Address Management System (AMS) Automated Data Collection System (ADCS) is used to maintain Delivery Point, Street, Carrier, and Facility information.

[Login »](#)

AMS 4.0 is a web based version of AMS

- Replaces the terminal services version
- Reduces overall cost for the application
- Eliminates risk of AMS being hosted on old unsupported hardware

- Steps and processes to use the application overwhelmingly remain the same
  - Few minor changes detailed later
- AMS Up time 0500 – 2100 CT Monday - Friday
- Page structure and layout
- Steps to navigate the system
- Reports
- No functional enhancements

## **Basic Changes to AMS:**

- Eliminated multiple logons, ACE/AMS
- Web based application
  - Minor tweaks to accommodate being web based
- Introduced functionality associated with Internet Explorer
- Hosted on supported hardware

AMS-ADCS [Help](#)

## AMS-ADCS

The Address Management System (AMS) Automated Data Collection System (ADCS) is used to maintain Delivery Point, Street, Carrier, and Facility information.

[Login >](#)**WARNING! FOR OFFICIAL USE ONLY**

This is a US Government computer system and is intended for official and other authorized use only. Unauthorized access or use of the system may subject violators to administrative action, civil, and/or criminal prosecution under the United States Criminal Code (Title 18 U.S.C. 1030). All information on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy using this system. Any authorized or unauthorized use of this computer system signifies consent to and compliance with Postal Service policies and these terms.

**Application Access**

If you need access to AMS-ADCS, [click here](#).

**Password Reset**

If you have forgotten your ACE password please go to [ePasswordReset](#) to reset it.

Brought to you by Information Technology - Version 4.0.0000

# LANDING PAGE    AMS 4.0

AMS-ADCS Help

## Log in.

Use a local account to log in.

User Id

Password

[Need Access?](#)  
[Forgot your password?](#)

**WARNING! FOR OFFICIAL USE ONLY**

This is a US Government computer system and is intended for official and other authorized use only. Unauthorized access or use of the system may subject violators to administrative action, civil, and/or criminal prosecution under the United States Criminal Code (Title 18 U.S.C. 1030). All information on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy using this system. Any authorized or unauthorized use of this computer system signifies consent to and compliance with Postal Service policies and these terms.

Brought to you by Information Technology - Version 4.0.0000



AMS User Authenticati...

### User Id and Password Required

User Id:

Password:

New Password:

Confirm New Password:

Version: 3.8.5321

Restricted Information

Web Based Application:

Log In ....One Step process

## Windows Application




AMS-ADCS   Screen ▾   Navigation ▾   **Revise ▾**   Help ▾   Batch Process Result Reports











AISU:      
 Screen  
 File  
 Printer  

	Rpt ID	Report Date	Report Time	ZIP Code	Report Title
▶	LFA227P1	05/13/2017	03.00.44		CONGRESSIONAL DISTRICT ID IN ZIP CODE
	LFA242P1	05/13/2017	02.41.43	307-1	3-DIG ZIP = 307-1 BEGIN ZIP = 30701 DELV POINT NOT ON AIS/NDSS/DSF REP...
	LFA242P1	05/13/2017	02.41.43	370-1	3-DIG ZIP = 370-1 BEGIN ZIP = 37011 DELV POINT NOT ON AIS/NDSS/DSF REP...
	LFA242P1	05/13/2017	02.41.43	371-1	3-DIG ZIP = 371-1 BEGIN ZIP = 37101 DELV POINT NOT ON AIS/NDSS/DSF REP...
	LFA242P1	05/13/2017	02.41.43	372-1	3-DIG ZIP = 372-1 BEGIN ZIP = 37201 DELV POINT NOT ON AIS/NDSS/DSF REP...
	LFA242P1	05/13/2017	02.41.43	373-1	3-DIG ZIP = 373-1 BEGIN ZIP = 37303 DELV POINT NOT ON AIS/NDSS/DSF REP...

**AMS**   Batch Process Result Reports     

Screen   **Edit**   Navigation   Help

AISU:      
 Screen  
 File  
 Printer  

	Rpt ID	Report Date	Report Time	ZIP Code	Report Title
▶	LFA227P1	06/24/2017	02.37.17		CONGRESSIONAL DISTRICT ID IN ZIP CODE
	LFA242P1	05/13/2017	02.41.43	307-1	3-DIG ZIP = 307-1 BEGIN ZIP = 30701 DELV POINT NOT ON AIS/NDSS/DSF REP...
	LFA242P1	05/13/2017	02.41.43	370-1	3-DIG ZIP = 370-1 BEGIN ZIP = 37011 DELV POINT NOT ON AIS/NDSS/DSF REP...
	LFA242P1	05/13/2017	02.41.43	371-1	3-DIG ZIP = 371-1 BEGIN ZIP = 37101 DELV POINT NOT ON AIS/NDSS/DSF REP...
	LFA242P1	05/13/2017	02.41.43	372-1	3-DIG ZIP = 372-1 BEGIN ZIP = 37201 DELV POINT NOT ON AIS/NDSS/DSF REP...





AISU: 70030

Retrieve

 Screen  File  Printer 

	Rpt ID	Report Date	Report Time	ZIP Code	Report Title
▶	LFA227P1	05/13/2017	03.00.44		CONGRESSIONAL DISTRICT ID IN ZIP CODE
	LFA242P1	05/13/2017	02.41.43	307-1	3-DIG ZIP = 307-1 BEGIN ZIP = 30701 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	370-1	3-DIG ZIP = 370-1 BEGIN ZIP = 37011 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	371-1	3-DIG ZIP = 371-1 BEGIN ZIP = 37101 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	372-1	3-DIG ZIP = 372-1 BEGIN ZIP = 37201 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	373-1	3-DIG ZIP = 373-1 BEGIN ZIP = 37303 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	374-1	3-DIG ZIP = 374-1 BEGIN ZIP = 37401 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	376-1	3-DIG ZIP = 376-1 BEGIN ZIP = 37601 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	377-1	3-DIG ZIP = 377-1 BEGIN ZIP = 37701 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	378-1	3-DIG ZIP = 378-1 BEGIN ZIP = 37801 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	379-1	3-DIG ZIP = 379-1 BEGIN ZIP = 37902 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	380-1	3-DIG ZIP = 380-1 BEGIN ZIP = 38001 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	381-1	3-DIG ZIP = 381-1 BEGIN ZIP = 38101 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	382-1	3-DIG ZIP = 382-1 BEGIN ZIP = 38201 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	383-1	3-DIG ZIP = 383-1 BEGIN ZIP = 38301 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	384-1	3-DIG ZIP = 384-1 BEGIN ZIP = 38401 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA242P1	05/13/2017	02.41.43	385-1	3-DIG ZIP = 385-1 BEGIN ZIP = 38501 DELV POINT NOT ON AIS/NDSS/DSF REPORT
	LFA243P1	05/13/2017	02.44.45		DELVPT NOT ON AIS/NDSS/DSF SUMMARY REPORT
	LFA245P1	05/13/2017			GEOSEG NOT ON NDSS/AIS REPORT
	LFA246P1	05/13/2017	00.04.29		GEOSEG NOT ON NDSS/AIS SUMMARY REPORT

 20  
30  
All





20 items per page

1 - 20 of 156 items

156 Record(s) returned.

## Adjustable Column Headers

AMS-ADCS   Screen ▾   Navigation ▾   Revise ▾   Help ▾   Batch Process Result Reports

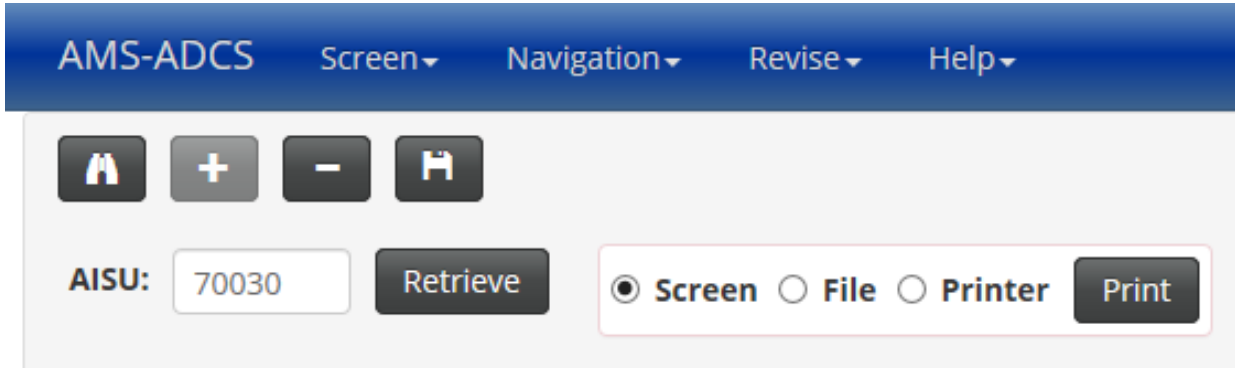





AISU:

Screen  
  File  
  Printer  

	Rpt ID	Report Date	Report Time	ZIP Code	Report Title
▶	LFA227P1	05/13/2017	03.00.44		CONGRESSIONAL DISTRICT ID IN ZIP CODE
	LFA242P1	05/13/2017	02.41.43	307-1	3-DIG ZIP = 307-1 BEGIN ZIP = 30701 DELV POINT NOT ON AIS/NDSS/DSF REP...
	LFA242P1	05/13/2017	02.41.43	370-1	3-DIG ZIP = 370-1 BEGIN ZIP = 37011 DELV POINT NOT ON AIS/NDSS/DSF REP...
	LFA242P1	05/13/2017	02.41.43	371-1	3-DIG ZIP = 371-1 BEGIN ZIP = 37101 DELV POINT NOT ON AIS/NDSS/DSF REP...
	LFA242P1	05/13/2017	02.41.43	372-1	3-DIG ZIP = 372-1 BEGIN ZIP = 37201 DELV POINT NOT ON AIS/NDSS/DSF REP...
	LFA242P1	05/13/2017	02.41.43	373-1	3-DIG ZIP = 373-1 BEGIN ZIP = 37303 DELV POINT NOT ON AIS/NDSS/DSF REP...

The ZIP Code™ column has been adjusted in this example.



**Indicator to show data  
is being retrieved**



**Indicator to show data is  
being loaded to the page**



AMS-ADCS Screen Navigation Revise Help

Home + Cascade Close Close All

AISU: 70030  Screen  File  Printer

Rpt ID	Report Date	Report Time	ZIP Code
LFA278P1	05/13/2017	02.51.13	307-1
LFA278P1	05/06/2017		3-DIG ZIP = 370-

AMS-ADCS Screen Navigation Revise Help

Home + - Home

AISU: 70030

- Organization
- Street
- Delivery Point
- LACS
- Case Labels
- Route
- Reports
- EESI/AIM
- Extracts
- Defer Delete
- Address LookUp

File  Printer

Rpt ID	Report Date	Report Time	ZIP Code
LFA278P1	05/13/2017		3-DIG ZIP = 30
LFA278P1	05/06/2017		3-DIG ZIP = 37
LFA278P1	05/13/2017		3-DIG ZIP = 37

AMS Batch Process Result Reports

Screen Edit Navigation Help

Cascade Print Close Close All

Screen  File  Printer

Rpt ID	Report Date	Report Time	ZIP Code
LFA227P1	06/24/2017	02.37.17	CONGRESSIONAL DISTRICT ID IN ZIP CO
LFA242P1	05/12/2017	02.41.42	3-DIG ZIP = 307-1 BEGIN ZIP = 30701 DEF

AMS Batch Process Result Reports

Screen Edit Navigation Help

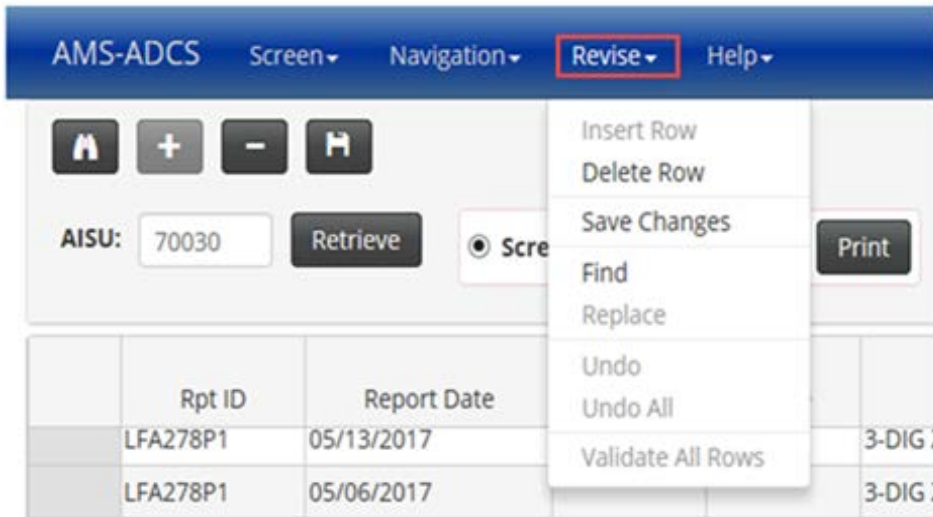
Home + - Home

AISU: 70030  File  Printer

- Organization
- Street
- Delivery Point
- LACS
- Case Labels
- Route
- Reports
- EESI/AIM
- Extracts
- Defer Delete
- Address LookUp

Rpt ID	Report Date	Report Time	ZIP Code
LFA227P1			CONGRESSIONAL DISTRICT ID IN ZIP
LFA242P1			1 3-DIG ZIP = 307-1 BEGIN ZIP = 30701 D
LFA242P1			1 3-DIG ZIP = 370-1 BEGIN ZIP = 37011 D
LFA242P1			1 3-DIG ZIP = 371-1 BEGIN ZIP = 37101 D
LFA242P1			1 3-DIG ZIP = 372-1 BEGIN ZIP = 37201 D
LFA242P1			1 3-DIG ZIP = 373-1 BEGIN ZIP = 37303 D
LFA242P1			1 3-DIG ZIP = 374-1 BEGIN ZIP = 37401 D
LFA242P1			1 3-DIG ZIP = 376-1 BEGIN ZIP = 37601 D
LFA242P1			1 3-DIG ZIP = 377-1 BEGIN ZIP = 37701 D

Print option available on keyboard or through short-cut keys



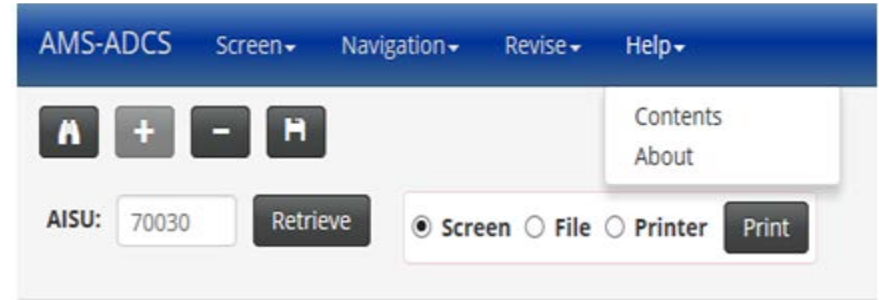
AMS-ADCS Screen Navigation **Revise** Help

Home + - Home

AISU: 70030 Retrieve  Screen  File  Printer Print

- Insert Row
- Delete Row
- Save Changes
- Find
- Replace
- Undo
- Undo All
- Validate All Rows

Rpt ID	Report Date	3-DIG ZIP
LFA278P1	05/13/2017	3-DIG ZIP
LFA278P1	05/06/2017	3-DIG ZIP

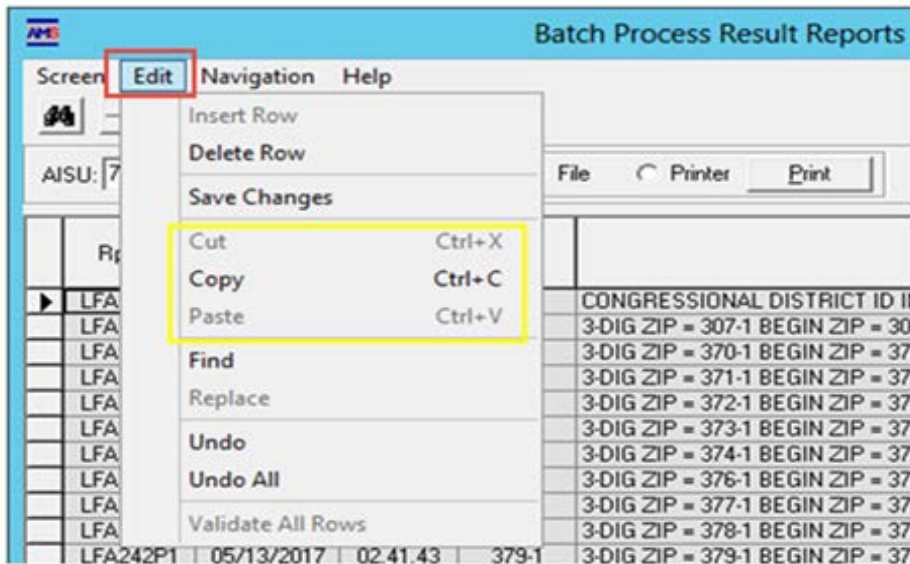


AMS-ADCS Screen Navigation Revise Help

Home + - Home

AISU: 70030 Retrieve  Screen  File  Printer Print

- Contents
- About



AMS Batch Process Result Reports

Screen **Edit** Navigation Help

Home + - Home ?

AISU: 70030 Retrieve  File  Printer Print

- Insert Row
- Delete Row
- Save Changes
- Cut Ctrl+X
- Copy Ctrl+C
- Paste Ctrl+V
- Find
- Replace
- Undo
- Undo All
- Validate All Rows

Rpt ID	Report Date	Time	3-DIG ZIP	CONGRESSIONAL DISTRICT ID
LFA242P1	05/13/2017	02:41:43	379-1	3-DIG ZIP = 307-1 BEGIN ZIP = 307-1
LFA				3-DIG ZIP = 370-1 BEGIN ZIP = 370-1
LFA				3-DIG ZIP = 371-1 BEGIN ZIP = 371-1
LFA				3-DIG ZIP = 372-1 BEGIN ZIP = 372-1
LFA				3-DIG ZIP = 373-1 BEGIN ZIP = 373-1
LFA				3-DIG ZIP = 374-1 BEGIN ZIP = 374-1
LFA				3-DIG ZIP = 376-1 BEGIN ZIP = 376-1
LFA				3-DIG ZIP = 377-1 BEGIN ZIP = 377-1
LFA				3-DIG ZIP = 378-1 BEGIN ZIP = 378-1
LFA				3-DIG ZIP = 379-1 BEGIN ZIP = 379-1



AMS Batch Process

Screen Edit Navigation **Help**

Home + - Home ?

AISU: 70030 Retrieve  File  Printer Print

- Contents
- About

Cut, Copy, Paste are functions within Internet Explorer

AMS-ADCS Screen Navigation Options **Revise** Help

ZIP Code: 00303 Route: C002

301 - 399 O BONNIE LN

Type	LACS	Seq Num	Edit Seq Num	Addr Num
GS				301
S	1	1		317
GS				251
S	2			271
H	3			271
H	4	2		271
H	5	3		271
H	6	4		271
H	7	5		271
H	8	6		271

- Insert Row
- Delete Row
- Move
- Reverse Primary
- Reverse All
- Naturalize
- Save Changes
- Print Edit Sheet
- Validate All Rows
- Find
- Replace
- Find Address
- Undo
- Undo All
- Sort LACS for DPS
- Sort Old LACS To End
- Copy Ltr Cell Size to Ft Cell Size
- Show/Hide Columns
- Select/Save Template

Screen Edit Navigation **View** Options Help

- Filter Row
- Show/Hide Columns
- Select/Save Template

ZIP Code: 00303 Route: C002

301 - 399 O BONNIE LN

Delivery Point Maintenance

Screen **Edit** Navigation View Options Help

- Insert Row
- Delete Row
- Move
- Reverse Primary
- Reverse All
- Naturalize
- Save Changes
- Print Edit Sheet
- Find
- Replace
- Find Address
- Cut Ctrl+X
- Copy Ctrl+C
- Paste Ctrl+V
- Undo Ctrl+Z
- Undo All
- Validate All Rows
- Sort LACS for DPS
- Sort Old LACS to End
- Copy Ltr Cell Size to Ft Cell Size

Type	LACS	Seq Num	Edit Seq Num	Addr Num
GS				301
S	1	1		317
GS				251
S	2			271
H	3			271
H	4	2		271
H	5	3		271
H	6	4		271
H	7	5		271
H	8	6		271

**Find - Delivery Point Maintenance** [Close]

Replace/Find **Find Address** Filter Row Increment

Find Next Filter Clear Filter

Partial String Search

**Addr No:**  **Secy Abbr:**

**Street Name:**

**Bldg / Firm:**  **+4 Lo:**

**Label Text:**

**Find - Delivery Point Maintenance** [Close]

Find / Replace **Find Address** Filter Row Increment

Find Filter Clear Filter

Partial String Search











**Addr No:**  **Secy Addr:**

**Street Name:**

**Bldg / Firm:**  **+4 Lo:**

**Label Text:**

AMS-ADCS   Screen ▾   Navigation ▾   Options ▾   Revise ▾   Help ▾













**ZIP Code:**    
**Route:**  ▾   

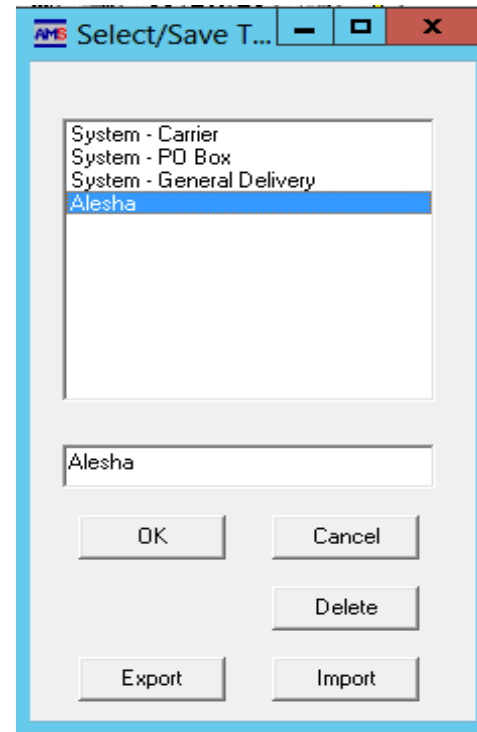
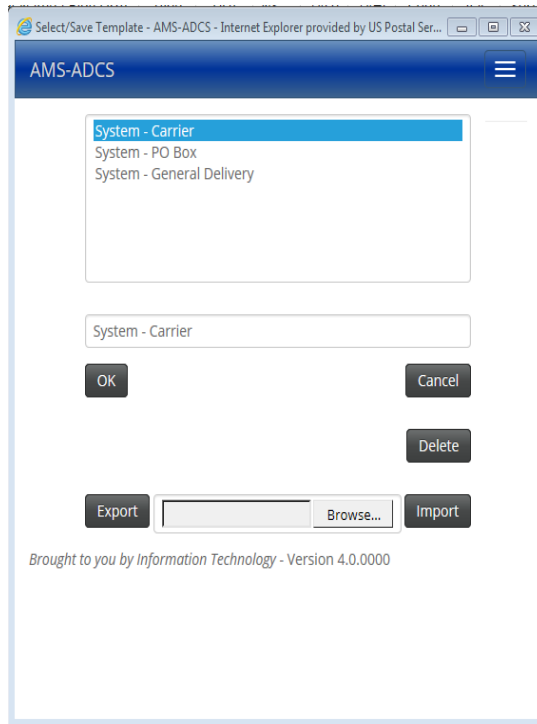
100 - 199 B MIDWAY ST

	Type	LACS	Seq Num	Edit Seq Num	Addr Num
	GS	L			100
	S	C	0.5	1	105
	S	L	0.6		101
	S		1	2	100
	BR		1		100
	S	L	2		123
▶	A		2		
	A		2		123
	F		2		123
	GS				1
	S		3	3	1
	S		4	4	1A
	S		5	5	1B

- Insert Row
- Delete Row
- Move
- Reverse Primary
- Reverse All
- Naturalize
- Save Changes
- Print Edit Sheet
- Validate All Rows
- Find
- Replace
- Find Address
- Undo
- Undo All
- Sort LACS for DPS
- Sort Old LACS To End
- Copy Ltr Cell Size to Flt Cell Size
- Show/Hide Columns
- Select/Save Template

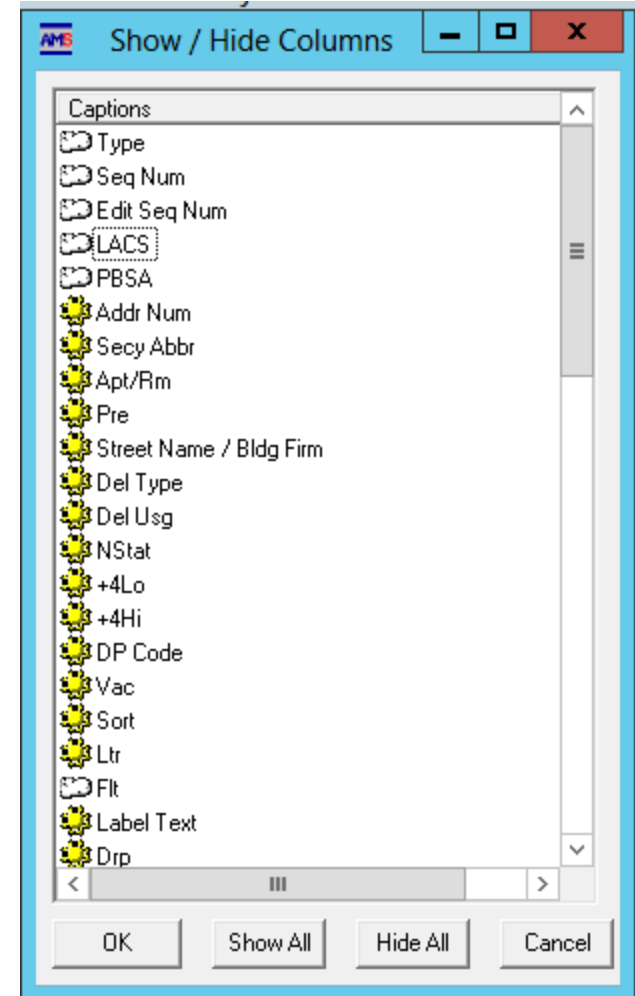
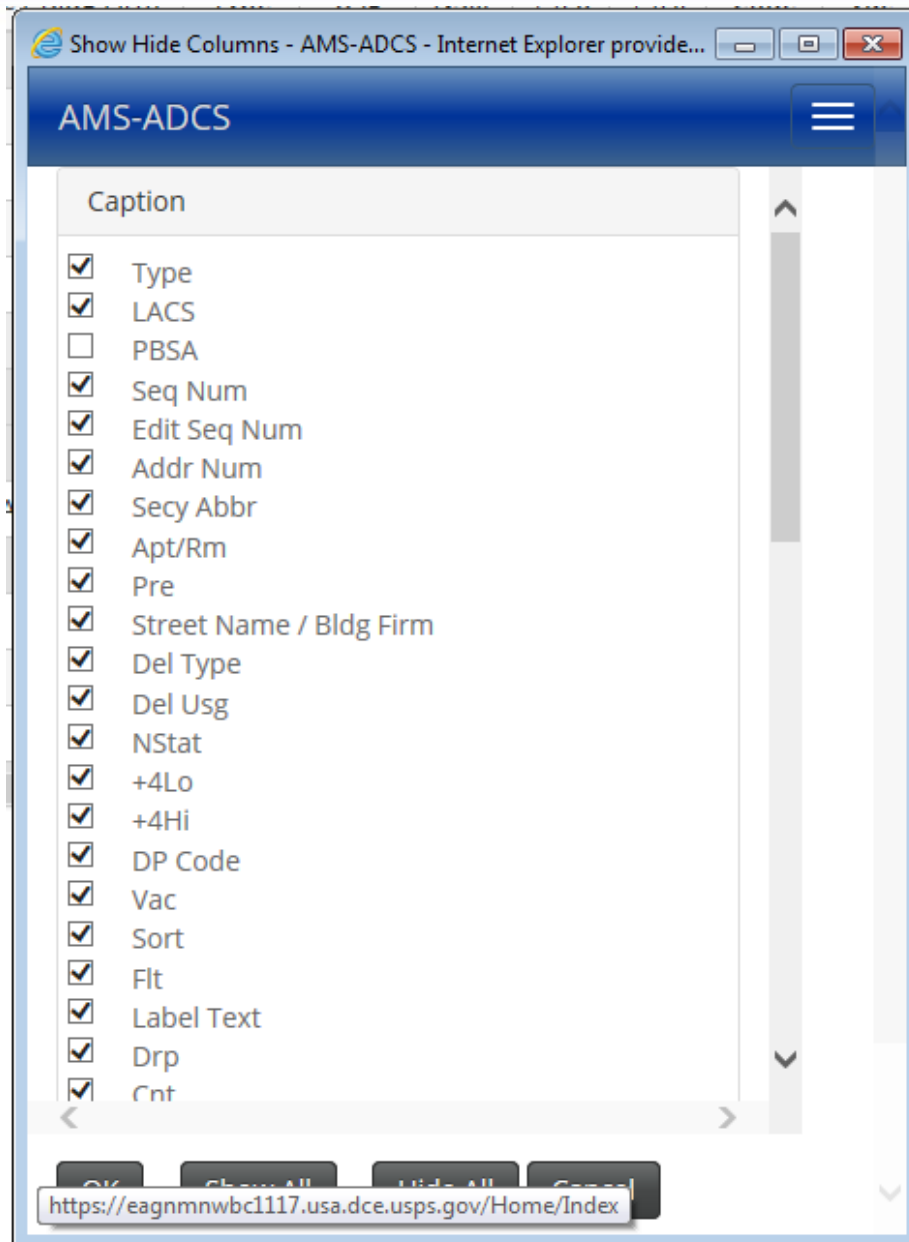






Users may use the System-Default Templates or customize their own templates.

Customized templates will not transfer from the current version to AMS 4.0. Templates must be recreated and detailed instructions will be provided.



## Changes:

- Edit = Revise
- View options located on Revise submenu
- No “?” for Help
- Undo/Undo All
- Suns/Clouds = Checkmarks

AMS-ADCS Screen Navigation Options **Revise** Help Delivery Point Maintenance

ZIP Code: 00303 Route: C002  Initial: N Find Edit Seq Num:

301 - 399 O BONNIE LN

Type	LACS	Seq Num	Edit Seq Num	Addr Num	Secy Abbr	Apt/Rm	Pre	Street Name / Bldg Firm	Del Type	Del Usg	NS...	+4Lo	+4Hi	DP Code	Vac	Sort	Flt	Label Text
▶ GS				301	399	O		BONNIE	LN			4540	4540					
S	1	1		317					A	B	X	4540	4540	17			0	
GS				251	299	O	S	HUMBOLDT	ST			3538	3538					
S	2			271					X		X	3538	3538	71		V	0.5	
H	3			271					X		X	3544	3544	99		V	0.5	
H	4	2		271	APT	6			C	R	C	3545	3545	06		H	0.5	6

Delivery Point Maintenance

Screen **Edit** Navigation **View** Options Help

ZIP Code: 00303 Route: C002  Initial: N Find Edit Seq Num:





301 - 399 O BONNIE LN

Type	LACS	Seq Num	Addr Nu	Secy A	Apt/Rm	Pre	Street Name / Bldg Firm	Del Type	Del Usg	NSI	+4Lo	+4Hi	DP Code	Vac	Sort	Ltr	Label ^
▶ GS			301	399	O		BONNIE	LN			4540	4540					
S		1	317					A	B	X	4540	4540	17			1	
GS			251	299	O	S	HUMBOLDT	ST			3538	3538					
S		2	271					X		X	3538	3538	71		V	99	
H		3	271					X		X	3544	3544	99		V	99	
F		3	271				XXXX				9901	9901	99				
H		4	271	APT	6			C	R	C	3545	3545	06		H	0.5	6


## Opening Reports

- Standard web based response

AMS-ADCS   Screen ▾   Navigation ▾   Revise ▾   Help ▾   Batch Process Result Reports


AISU:      
  Screen  
  File  
  Printer  

Rpt ID	Report Date	Report Time	ZIP Code	Report Title
LFA278P1	05/13/2017			3-DIG ZIP = 370-1 BEGIN ZIP = 37010 DELIVERY STATISTICS REPORT BY ZIP
 LFA278P1	05/06/2017	01.59.13	370-2	3-DIG ZIP = 370-2 BEGIN ZIP = 37062 DELIVERY STATISTICS REPORT BY ZIP
LFA278P1	05/13/2017	02.51.13	370-2	3-DIG ZIP = 370-2 BEGIN ZIP = 37062 DELIVERY STATISTICS REPORT BY ZIP
LFA278P1	05/06/2017			3-DIG ZIP = 371-1 BEGIN ZIP = 37101 DELIVERY STATISTICS REPORT BY ZIP

Do you want to open or save **LFA278P1.pdf** (271 KB) from **eagnmnwbc1117.usa.dce.usps.gov?**

## View Reports

Screen
  File
  Printer
  **Print**




Standard Web Response

Do you want to open or save **LDL935CM.pdf** (28.5 KB) from [eagnmnwbd1074.devsub.dev.dce.usps.gov?](http://eagnmnwbd1074.devsub.dev.dce.usps.gov?)

LDL935CM.pdf - Adobe Reader

File Edit View Window Help


1 / 5
92.9%
Fill & Sign
Comment

```

USPS 06-6889          U.S. POSTAL SERVICE - ADDRESS MANAGEMENT SYSTEM          DATE 05/10/14
SAN MATEO ISSC        D S F M N T H P R O D U C T A U D I T   R E P O R T          PAGE 1
REPORT LDL935P1      ZIP CODE SEQUENCE
                        A I S U 00004
    -----
ZIP      A T          P S T S E C Y A P T / R O O M P L U S 4 R A N G E V D B U S S A L S T M U N I /
CODE/   ID   S E Q   T P   D I R   S T R E E T   N A M E /           S U F X   D I R   A B B R   S R T   I N S T   D E L V P   T Y P E   C P   S V D   A T   C   P L L   K E Y   C N G   U R B   S C H E M E
ADDR    ID   S E Q   T P   D I R   B L D G / F I R M   N A M E           S U F X   D I R   A B B R   S R T   I N S T   D E L V P   T Y P E   C P   S V D   A T   C   P L L   K E Y   C N G   U R B   S C H E M E
-----
01451 R003 0103 A S   WARREN                               AVE                               (1605 1605) N N 000 Y B   24-3298 MA
0000000131 R-CURB                               V21868 03   01451 R003
ERROR MESSAGE(S): SEASONAL DP REQUIRES SEASONAL ZIP
01534 R003 0675 A S   CLUBHOUSE                               LN                               (1280 1280) N N 000 Y B   24-5304 MA
0000000135 R-NDCBU                               V22258 02   01534 R003
ERROR MESSAGE(S): SEASONAL DP REQUIRES SEASONAL ZIP
01821 C012 0165 A H   BOSTON                               RD   S T E   00000006 (5316 5316) N N 000 Y B   24-0714 MA
0000000700 B-OTHER                               V21489 06   01821 C012
ERROR MESSAGE(S): SEASONAL DP REQUIRES SEASONAL ZIP
01864 C002 0593 A S   CHESTNUT                               S T                               (2822 2822) N N 000 Y B   24-5661 MA
0000000105 R-CURB                               V22246 06   01864 C002
ERROR MESSAGE(S): SEASONAL DP REQUIRES SEASONAL ZIP
01867 C018 0313 A S   BLUEBERRY                               L N                               (1213 1213) N N 000 Y B   24-6409 MA
0000000069 R-OTHER                               V22340 06   01867 C018
ERROR MESSAGE(S): SEASONAL DP REQUIRES SEASONAL ZIP
01913 R002 0048 A S   LIONS MOUTH                               R D                               (5316 5316) N N 000 Y B   24-0119 MA
0000000188 T                               V21412 06   01913 R002
ERROR MESSAGE(S): SEASONAL DP REQUIRES SEASONAL ZIP
02110 C040 0101 A H   DEVONSHIRE                               S T   S T E   00000601 (1414 1414) N N 000 Y B   24-0799 MA
0000000185 FITZGERALD & ASSOC                               B-OTHER                               V21508 08   02110 C040
ERROR MESSAGE(S): SEASONAL DP REQUIRES SEASONAL ZIP
02110 C076 0093 A H   DEVONSHIRE                               S T   F L   00000002 (1276 1276) N N 000 Y B   24-0799 MA
0000000289 B-OTHER                               V21508 07   02110 C076
ERROR MESSAGE(S): SEASONAL DP REQUIRES SEASONAL ZIP
02180 C010 0015 A H   CENTRAL                               S T   S T E   00004100 (1260 1260) N N 000 Y B   24-0073 MA
0000000105 B-CNTRL                               V22620 05   02180 C010
ERROR MESSAGE(S): SEASONAL DP REQUIRES SEASONAL ZIP
    
```


 ZIP Code:    Retrieve   Type: S ▾   Initial: N   Route: 


 Pre:    Street Name:    Sufx:    Post: 

 Delete:   Geo Only   Geo + DPs   Defer   Find Street: 






Filters:

 URB    PLL/Munic   Select

 Cnty    Cong   Clear

 Geoseg Maintenance
-   □   X

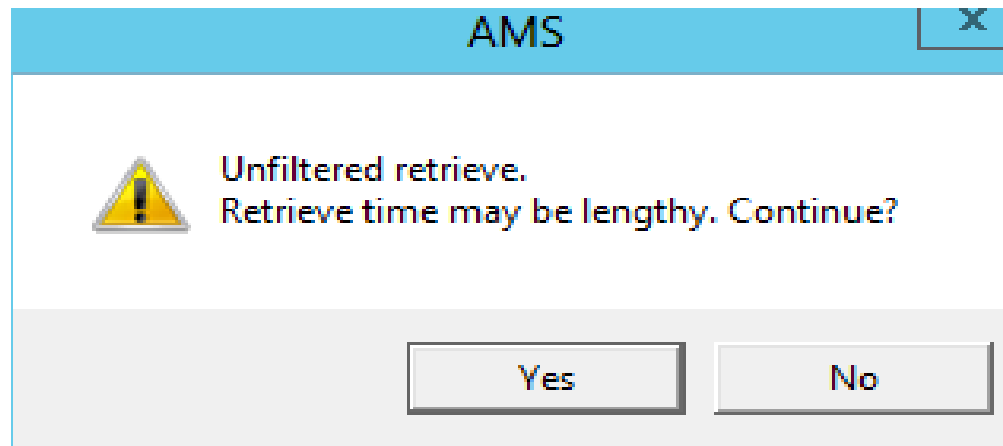
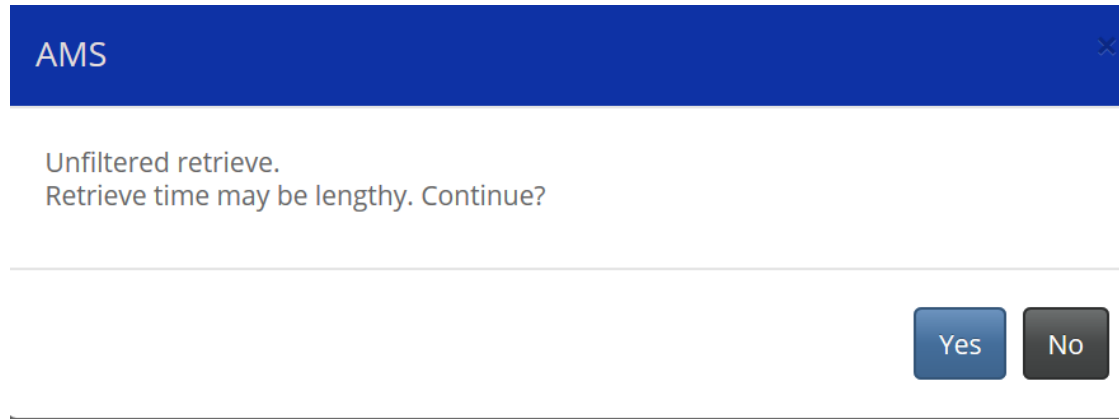
Screen   Edit   Navigation   View   Help

ZIP Code:    Retrieve   Type: S ▾   Initial: N   Route: 
Filters:    URB    PLL/Munic




Pre:    Street Name:    Sufx:    Post: 
 Cnty    Cong

Delete:         
Find Street:



## New confirmation window due to browser limitation


AMS-ADCS    Navigation ▾    Help ▾    ZIP Code Maintenance    Hello amsusrj!    Log off

ZIP Code:     Retrieve

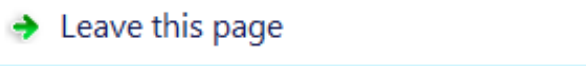
	ZIP Code	ZIP Class	PO Fin Num	Dflt ZIP	Label ZIP	BRM ZIP
▶	00303		519999	N		00357
	00304		519999	N		
	00305		519999	N		
	00306	M	519999	N		
	00310		519999	N		00312


Windows Internet Explorer

 **Are you sure you want to leave this page?**

Message from webpage:

Work has not been saved.  
Save changes before proceeding?



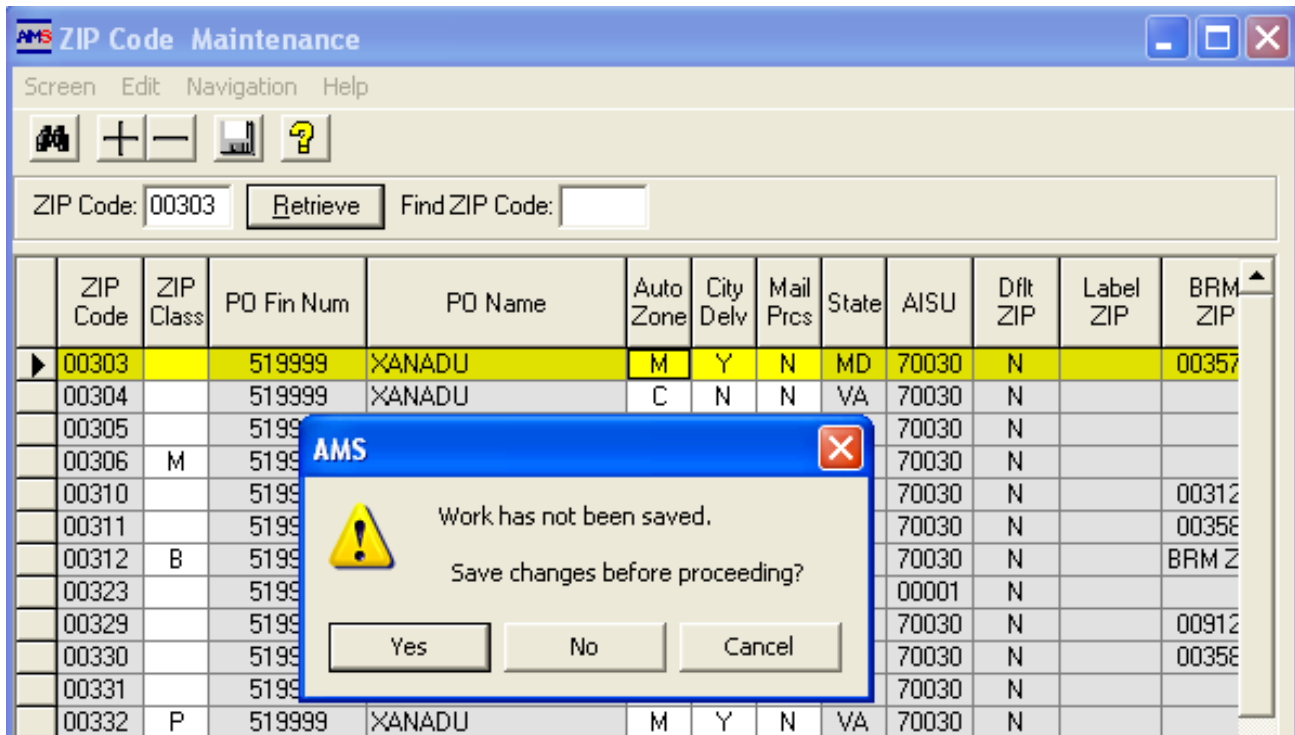


**Leave this page:** Closes the page without saving data. Similar to the “No” button in the old version.

**Stay on this page:** Closes this popup. Similar to the “Cancel” button in the old version. Allows user to click the SAVE Icon.



## Current Confirmation Window



The screenshot shows the 'AMS ZIP Code Maintenance' application window. At the top, there is a menu bar with 'Screen', 'Edit', 'Navigation', and 'Help'. Below the menu bar are several icons: a printer, a plus/minus sign, a magnifying glass, and a question mark. A search bar contains 'ZIP Code: 00303' and a 'Retrieve' button. To the right is a 'Find ZIP Code:' field. The main area is a data grid with the following columns: ZIP Code, ZIP Class, PO Fin Num, PO Name, Auto Zone, City Delv, Mail Prcs, State, AISU, Dflt ZIP, Label ZIP, and BRM ZIP. The row for ZIP Code 00303 is highlighted in yellow. An 'AMS' dialog box is overlaid on the grid, containing a warning icon and the text: 'Work has not been saved. Save changes before proceeding?'. The dialog box has three buttons: 'Yes', 'No', and 'Cancel'.

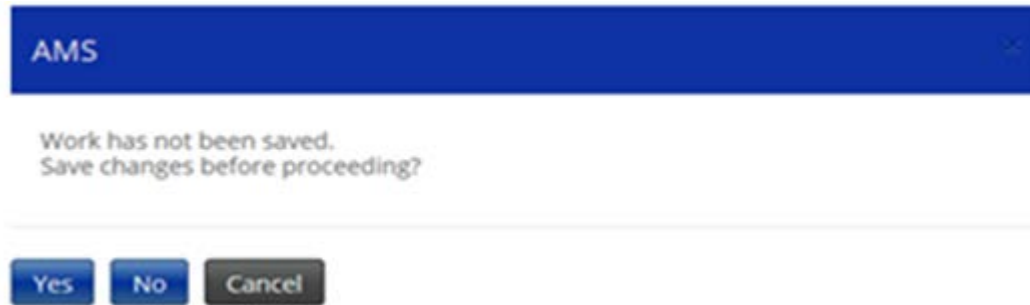
ZIP Code	ZIP Class	PO Fin Num	PO Name	Auto Zone	City Delv	Mail Prcs	State	AISU	Dflt ZIP	Label ZIP	BRM ZIP
00303		519999	XANADU	M	Y	N	MD	70030	N		00357
00304		519999	XANADU	C	N	N	VA	70030	N		
00305		519999						70030	N		
00306	M	519999						70030	N		
00310		519999						70030	N		00312
00311		519999						70030	N		0035E
00312	B	519999						70030	N		BRM Z
00323		519999						00001	N		
00329		519999						70030	N		00912
00330		519999						70030	N		0035E
00331		519999						70030	N		
00332	P	519999	XANADU	M	Y	N	VA	70030	N		

**Yes:** Saves the changes

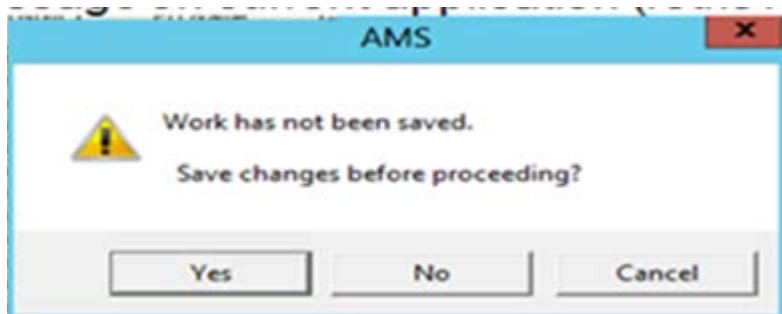
**No:** Discards the changes

**Cancel:** Returns the user to the grid to make additional edits

When “retrieving” the window without saving, this message will appear:



Message on current application (retrieving or exiting)



When “exiting” (X), this message will appear:





AMS-ADCS   Screen ▾   Navigation ▾   Revise ▾   Help ▾
Address LookUp

🏠
+
-
🏠

Display Geosegs: 
Retrieve

**Type of LookUp:**    ZIP+4    Address    RR/HCR    P.O. Box

Schm ZIP Code:

Sector/ Plus4:

Address Low:

Address High:

Secy Abbr:

Secy Num:


Street Name:

Schm Rte:

Type:

Clear

Brought to you by Information Technology - Version 4.0.0000

 Address LookUp

-
□
X

Screen   Edit   Navigation   Help

🏠
+
-
🏠
?

Type of LookUp:    ZIP+4    Address    RR/HCR    P.O.Box

Schm ZIP Code:

Sector/ Plus4:

Address Low:

Address High:

Secy Abbr:

Secy Num:

Street Name:

Schm Rte:

Type:

Retrieve  
  
Clear


 ZIP Code: 00303 Retrieve Find Route:  Activate Current Cancel Adjustment

Lock...	Route	Aux	Phntm	Bndl Type	Delv Mode	39 82	Ln Ovr	CFS Loc	CFS Section	Profile Name	Master Route	Auto Flt Ind	Flt Size	POB Type	Phy Lcle Type	Phy Lcle Name	Phy Lcle St	Drop Lcle Type	Drop Lcle Name	Drop Lcle St	Eff Date	Label Last Printed	Updt Ind	Rte Last Extracted	User	Date
	B022	N	N		O									U	5	XANADU MDWS M...	VA	B	XANADU COMMONS VA			N	10/17/2015	PTSP27A	04/09/2006	
	B023	N	N		O									V	5	XANADU MDWS M...	VA	B	XANADU COMMONS VA			N	10/17/2015	PTSP27A	04/09/2006	

## Carrier Maintenance


 ZIP Code: 00303 Retrieve Find Route:  Activate Current Cancel Adjustment

Route	Aux	Phntm	Bndl Type	Delv Mode	39 82	Ln Ovr	CFS Loc	CFS Section	Profile Name	Master Route	Auto Flt Ind	Flt Size	POB Type	Phy Lcle Type	Phy Lcle Name	Phy Lcle St	Drop Lcle Type	Drop Lcle Name	Drop Lcle St	Eff Date	Label Last Printed	Updt Ind	Rte Last Extracted	User	Date
B001	N	N		O										V	B	XANADU COMMONS	VA	B	XANADU COMMONS	VA		N	10/17/2015	PTCC27A	10/25/2011
B002	N	N		O										E	B	XANADU COMMONS	VA	B	XANADU COMMONS	VA		N	10/17/2015	PTCC27A	10/25/2011
B003	N	N		O										E	B	XANADU COMMONS	VA	B	XANADU COMMONS	VA		N	10/17/2015	PTSP27	02/13/2006



AISU: 70030

Retrieve

UpdateDB

Reason: Not Approved

Reject

Undo Reject

Find ZIP Code:

Rej	Status	ZIP Code	Tran Source	Rcvd Date	Route	Eff Date	Rec Cnt	Chg Cnt	Comp...	Chg Aux	Chg Phntm	Chg Bndl	Chg Delv Mode	Curr Aux	Curr Phntm	Curr Bndl	Curr Delv Mode	Error	User	Date
▶	REVIEWED	30720	EUR	05/12/2017	C012		1	30		N	N	1	C						AMSUSRN	06/07/2017
	READY	30721	EUR	05/12/2017	C020		1	30		N	N	1	C						LFA452C0	05/12/2017



AISU: 90025

Retrieve

UpdateDB

Reason: Not Approved





Reject

Undo Reject

Find ZIP Code:

Rej	Status	ZIP Code	Tran Source	Rcvd Date	Route	Eff Date	Rec Cnt	Chg Cnt	Complex	Chg Aux	Chg Phntm	Chg Bndl	Chg Delv Mode	Curr Aux	Curr Phntm	Curr Bndl	Curr Delv Mode	Error	User	Date
▶	Ready	93635	EUR	07/06/2017	R005		2	60						N	N	1	C		LFA452C0	07/06/2017
	Ready	95249	EUR	07/05/2017	H002		1	30						N	N	1	C		LFA452C0	07/05/2017

AMS-ADCS   Screen ▾   Navigation ▾   Revise ▾   Help ▾   **Resequence/Adjust**






AISU:   
   
   
  Initial  
  Updated  
  Error  

	ZIP Code	Pkg Id	Eff Date	Type	Total Del Pts	Status	User	Date	Time
▶	00303	109	05/31/2017	R	49	READY	LFA331C0	06/25/2017	18.20.46
	00303	110		R	33	READY	LFA331C0	06/26/2017	08.14.19
	00303	111		R	159	READY	LFA331C0	06/26/2017	08.14.44
	00377	2	01/25/2016	R	5	READY	LFA331C0	11/15/2015	12.04.44
	37013	8	06/01/2017	R	1666	READY	LFA331C0	05/24/2017	12.20.57
	37027	2	05/27/2017	R	24520	READY	LFA331C0	04/27/2017	11.12.39
	37064	1000	05/27/2017	R		READY	LFA335C0	04/14/2017	22.12.17
	37087	1	05/13/2017	R	791	UPDATE DB	LFA333C0	05/05/2017	09.21.44
	37087	3	05/13/2017	R	713	UPDATE DB	LFA333C0	05/05/2017	09.26.02
	37087	1000	05/13/2017	R	6097	UPDATE DB	LFA338C0	05/01/2017	21.20.07

60 Record(s) returned.

AMS **Resequence/Adjust** - □ X

Screen Edit Navigation Help

AISU:   
   
   
  Initial  
  Updated  
  Error  

	ZIP Code	Pkg Id	Eff Date	Type	Total Del Pts	Status	User	Date	Time
▶	00377	2	01/25/2016	R	5	Ready	LFA331C0	11/15/2015	12.04.44
	30701	1	07/22/2017	R	2292	Update DB	LFA333C0	07/10/2017	09.25.52
	30735	1	07/08/2017	R	2758	Update DB	LFA333C0	06/27/2017	11.29.59



ZIP Code:  Retrieve Find ZIP Code:

Select ZIP

- 00303

Select Route(s)

- B021
- B022
- B023
- B025
- B077
- B678
- B998
- C001
- C003
- C104**
- G000
- R004



Selected ZIP(s) - Route(s)

- 00303 C002
- 00303 C004
- 00303 C006

Print Package

Total routes selected: 3

Brought to you by Information Technology - Version 4.0.0000

**Print Package Route Select** [Close] [Maximize] [Minimize]

Screen Edit Navigation Help

Home + - Refresh ?

ZIP Code:  Retrieve Find ZIP Code:

Select ZIP	Select Route(s)	Selected ZIP(s) - Route(s)
<ul style="list-style-type: none"> <li>00303</li> </ul>	<ul style="list-style-type: none"> <li>B020</li> <li>B021</li> <li>B022</li> <li>B023</li> <li>B025</li> <li>B077</li> <li>B678</li> <li>B998</li> <li>C001</li> <li>C003</li> <li><b>C104</b></li> <li>G000</li> <li>R004</li> </ul>	<ul style="list-style-type: none"> <li>00303 C002</li> <li>00303 C004</li> <li>00303 C006</li> </ul>

Print Package

Total routes selected: 3



AMS-ADCS Screen ▾ Navigation ▾ Revise ▾ Help ▾ Print Package

🏠 + - 🖨️

**Print Labels**

Cell Selection From Label Preview

---

Letters  Flats

Rows

 All  
 1  2  3  4  5  6  7

**Print Reports**

**Available Reports:**

- Post Office Box Listing
- 3999X
- Label Profile Option

▶▶

▶

◀

◀◀

**Print Order:**

- Route Summary
- Route Listing

▲

▼

Save As Default Restore Default

Print

Total Routes Selected: 3

AMS Print Package

🏠 + - 🖨️ ?

**Print Labels**

Cell Selection From Label Preview

---

Letters  Flats

Rows

 All  
 1  2  3  4  5  6  7

Case Label Printer

HP LaserJet 4100 Series PCL6 (Copy 1) (redirected 204)

**Print Reports**

**Available Reports:**

- Post Office Box Listing
- 3999X
- Label Profile Options

▶▶

▶

◀

◀◀

**Print Order:**

- Route Summary
- Route Listing

▲

▼

Save As Default Restore Default

Report Printer

HP LaserJet 500 color MFP M575 PCL 6 (redirected 204)

Print

Total routes selected: 3

Brought to you by Information Technology - Version 4.0.0000

Print Labels

 Cell Selection From Label Preview

 Letters  Flats

Rows

 All

 1  2  3  4  5  6  7

 Print Reports

**Available Reports:**

 Post Office Box Listing  
**3999X**  
 Label Profile Option

**Print Order:**

 Route Summary  
 Route Listing


Save As Default

Restore Default

Print

Total Routes Selected: 3

Reports.pdf - Adobe Reader

File Edit View Window Help

1 / 34 49.3%

 USPS 05-6000 U.S. POSTAL SERVICE - ADDRESS MANAGEMENT SYSTEM DATE: 7/17/2017  
 SAN MATEO ISSDC ROUTE SUMMARY REPORT AISU: 7000 PAGE: 1  
 REPORT: LPA22-01  
 ZIP CODE: 94003 ROUTE: 0002

Section One Informal

Bundle Type 1 [1-One Bundle, 2-Two Bundle Horizontal, V-Two Bundle Vertical, 3-Two Bundle Modified, Blank]  
 Route Type Delivery [Delivery, Phantom, Auxiliary]  
 Delivery Mode Outline [Foot, Curbside, Park/Loop, Demount, Other]  
 CFS Section STANDARD 10'  
 CFS Location Physical end of shelf 1  
 Flat Section Size Number of calls for each Flat section (Two Bundle Horizontal Routes) - Can be 1  
 Last Updated 6/20/16 Date route last updated  
 Labels Printed 6/15/2017 Date labels last printed

Case	1	2	3	4	5	6	7	8	9	
Equip	143	143	143							
Mode	Ltr	Ltr	Ltr							
Shelves	5	5	5							
Calls	100	100	100							
										Total
										Ltr = 300 Bth = 0 Flts = 0

Allocated Case Calls

Row	1	2	3	4	5	6	7	Total	
Letter	80	80	80	80	80	0	0	320	
Flat	0	0	0	0	0	0	0	0	
360/CFS	10	0	0	0	0	0	0	10	
Assigned	0	0	0	0	0	0	0	0	(Left Blank Cells, Blank Strips, Lean Over Cells)
Unassigned	0	0	0	0	0	0	0	0	(Not enough space to fit next DelPr at the end of the case)
Used	80	80	80	80	80	0	0	320	(All other blank calls)
Unassigned	0	0	0	0	0	20	0	20	(All other blank calls)
Available	80	80	80	80	80	20	0	320	
UnDeployedL	0	0	0	0	0	0	0	0	(Total overflowed cell count undisplayed on Letter Section)
UnDeployedF	0	0	0	0	0	0	0	0	(Total overflowed cell count undisplayed on Flat Section)

Delivery Counts By 1621 T

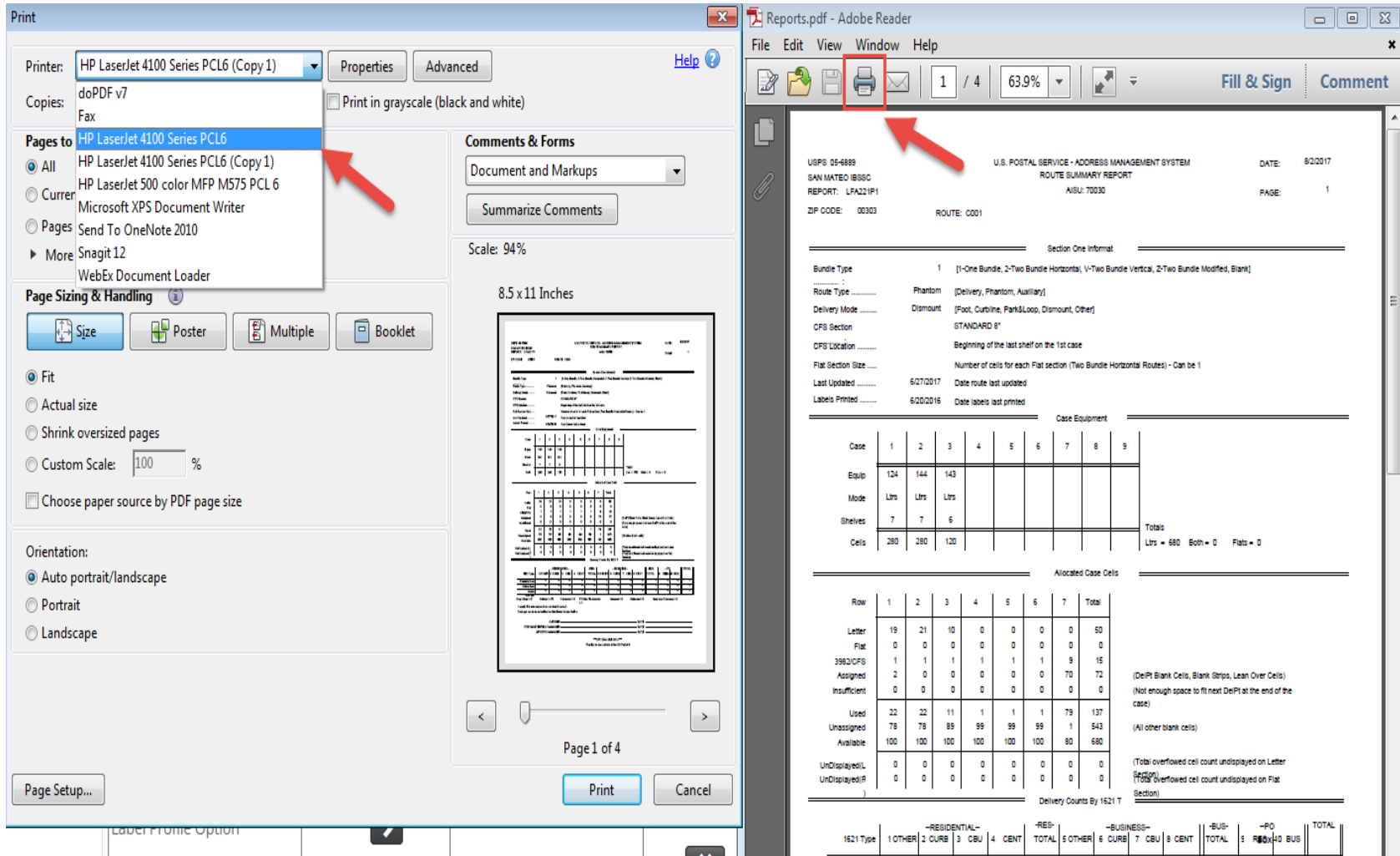
1621 Type	-RESIDENTIAL-				-BUSINESS-				-PO		TOTAL
	1 OTHER	2 CURB	3 CBU	4 CENT	5 OTHER	6 CURB	7 CBU	8 CENT	9 BUS	10 BUS	
Possible Deliv	0	0	0	14	14	0	0	0	0	0	14
Active Deliv	0	0	0	14	14	0	0	0	0	0	14
Active	0	0	0	14	14	0	0	0	0	0	14

Drop Sheet = 0 NoData = 470 Vacancies = 0 PO Sex Throughback = 5 Inbound = 0 Outbound = 0 Seasonal Deliveries = 0

 I verify this information to be verified & correct.  
 Changes are to be submitted on Del Books to the AMS

 CARRIER: \_\_\_\_\_ DATE: \_\_\_\_\_  
 POSTMASTER/DELV MANAGER: \_\_\_\_\_ DATE: \_\_\_\_\_  
 MPO/CS MANAGER: \_\_\_\_\_ DATE: \_\_\_\_\_

 \*\*\*OFFICIAL USE ONLY\*\*\*  
 Penalty for use outside of the US Postal Service



**Print Dialog Box:**

- Printer: HP LaserJet 4100 Series PCL6 (Copy 1)
- Copies: doPDF v7
- Pages to: HP LaserJet 4100 Series PCL6
- Page Sizing & Handling: Size, Poster, Multiple, Booklet
- Orientation: Auto portrait/landscape

**Adobe Reader Reports.pdf - Adobe Reader:**

File Edit View Window Help

1 / 4 63.9%

Fill & Sign Comment

USPS 05-6889 U.S. POSTAL SERVICE - ADDRESS MANAGEMENT SYSTEM DATE: 8/20/17  
 SAN MATEO IBSSC ROUTE SUMMARY REPORT AISU: 70030 PAGE: 1  
 REPORT: LFA221P1 ZIP CODE: 00303 ROUTE: 0001

Section One Informa

Bundle Type 1 [1-One Bundle, 2-Two Bundle Horizontal, V-Two Bundle Vertical, 2-Two Bundle Modified, Blank]  
 Route Type Phantom [Delivery, Phantom, Auxiliary]  
 Delivery Mode Diamond [Foot, Curbside, ParkLoop, Dismount, Other]  
 CFS Section STANDARD 6"  
 CFS Location Beginning of the last shelf on the 1st case  
 Flat Section Size Number of cells for each Flat section (Two Bundle Horizontal Routes) - Can be 1  
 Last Updated 6/27/2017 Date route last updated  
 Labels Printed 6/20/2016 Date labels last printed

Case Equipment

Case	1	2	3	4	5	6	7	8	9	Totals
Equip	124	144	143							
Mode	Ltrs	Ltrs	Ltrs							
Shelves	7	7	6							
Cells	280	280	120							Ltrs = 680 Both = 0 Flats = 0

Allocated Case Cells

Row	1	2	3	4	5	6	7	Total
Letter	19	21	10	0	0	0	0	50
Flat	0	0	0	0	0	0	0	0
3982/CFS	1	1	1	1	1	1	1	9
Assigned	2	0	0	0	0	0	0	70
Insufficient	0	0	0	0	0	0	0	0
Used	22	22	11	1	1	1	1	137
Unassigned	78	78	89	99	99	99	1	843
Available	100	100	100	100	100	100	80	680
Undisplayed/L	0	0	0	0	0	0	0	0
Undisplayed/R	0	0	0	0	0	0	0	0

(Total overflowed cell count undisplayed on Letter Section)  
 (Total overflowed cell count undisplayed on Flat Section)

Delivery Counts By 1621 T

1621 Type	1 OTHER	2 CURB	3 CBU	4 CENT	TOTAL	5 OTHER	6 CURB	7 CBU	8 CENT	TOTAL	9 BUS	TOTAL

From printer Icon, select the appropriate printer  
 (for reports, choose option to print on both sides)



**Print Labels**

Cell Selection From Label Preview

Letters  Flats

Rows

All  
1 2 3 4 5 6 7

**Print Reports**

Available Reports:

- Post Office Box Listing
- 3999X
- Label Profile Option



Print Order:

- Route Summary
- Route Listing



Save As Default

Restore Default

Total Routes Selected: 2

Brought to you by Information Technology - Version 4.0.0000

CaseLabels.pdf - Adobe Reader

File Edit View Window Help

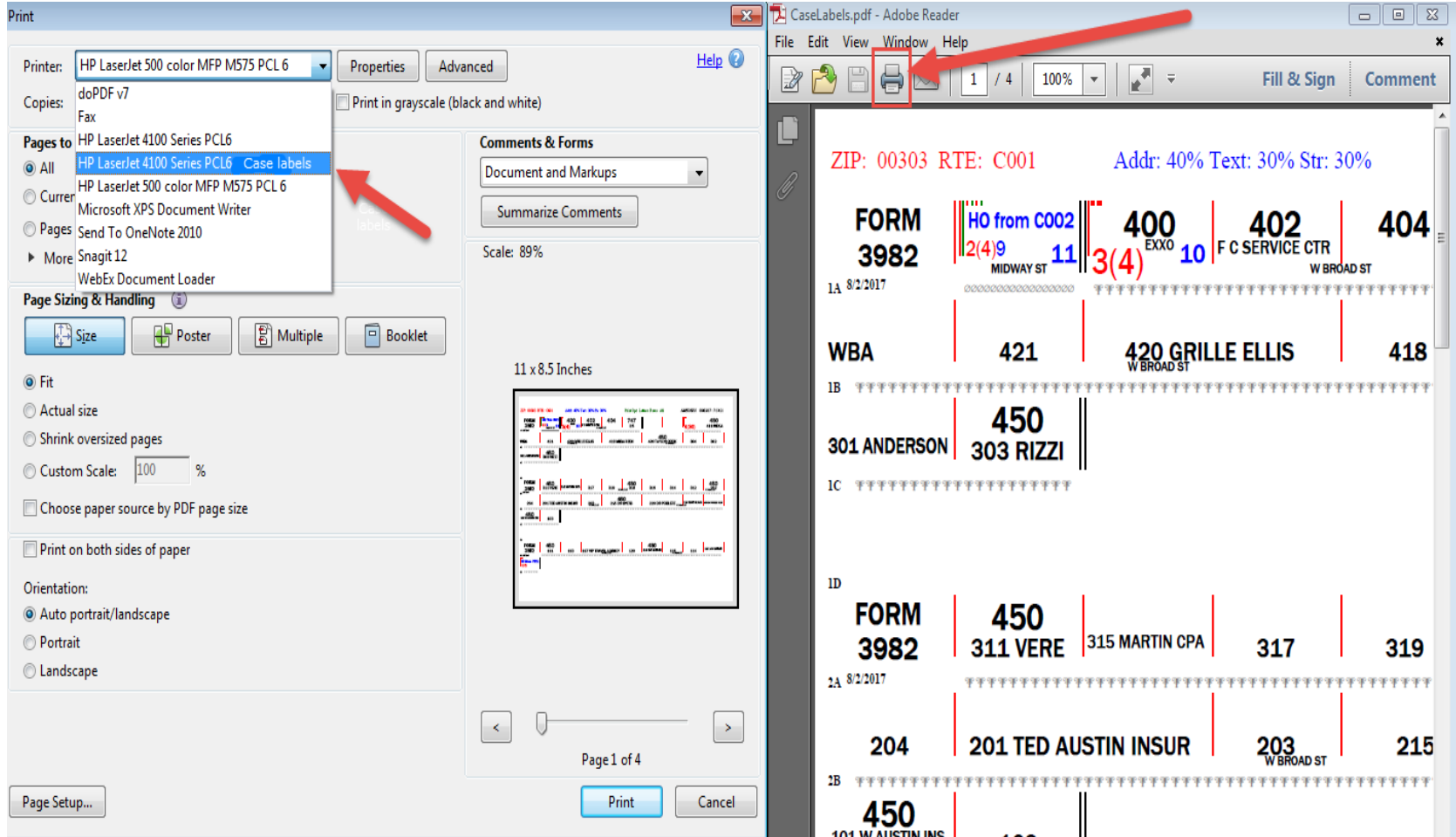
1 / 8 100%

Fill & Sign Comment

---

ZIP: 00303 RTE: C001 Addr: 40% Text: 30% Str: 30%

<b>FORM</b> 3982	<b>HO from C002</b> 2(4)10 MIDWAY ST	<b>400</b> EXXON 10 3(4)	<b>402</b> F C SERVICE CTR W BROAD ST	<b>404</b>
1A 8/1/2017	*****			
<b>WBA</b>	<b>421</b>	<b>420 GRILLE ELLIS</b>	<b>418</b>	
1B	*****			
<b>301 ANDERSON</b>	<b>450</b> 303 RIZZI W BROAD ST	<b>311 VERE</b>	<b>315 MARTIN CPA</b>	<b>317</b>
1C	*****			
<b>202</b> W BROAD ST	<b>204</b>	<b>201 TED AUSTIN INSUR</b>	<b>450</b> 203	
1D	*****			
<b>450</b> 102 BARZUKUS BLEV	<b>101 W AUSTIN INS</b>	<b>103</b>	<b>111</b>	<b>450</b> 113 W BROAD ST
1E	*****			
<b>114</b>	<b>112 LAW OFFICES</b>	<b>HO from C021</b> 5(1)		
1F	*****			
1G	*****			



The image shows a screenshot of Adobe Reader displaying a PDF document titled "CaseLabels.pdf". The print dialog is open, showing the printer selection menu. A red arrow points to the printer icon in the Adobe Reader toolbar, and another red arrow points to the selected printer in the print dialog. The case label page is visible in the background, showing a grid of labels with various addresses and zip codes.

**Print Dialog:**

- Printer: HP LaserJet 500 color MFP M575 PCL 6
- Copies: doPDF v7
- Pages to: HP LaserJet 4100 Series PCL6
- Page Sizing & Handling: Fit












**Case Label Page:**

ZIP: 00303 RTE: C001 Addr: 40% Text: 30% Str: 30%

FORM 3982	HO from C002 2(4)9 MIDWAY ST	11	400 EXXO 3(4)	10	402 F C SERVICE CTR	404
1A 8/2/2017					W BROAD ST	
WBA	421		420 GRILLE ELLIS			418
1B						
301 ANDERSON	450		303 RIZZI			
1C						
1D						
FORM 3982	450		311 VERE	315 MARTIN CPA	317	319
2A 8/2/2017						
204	201 TED AUSTIN INSUR				203	215
2B						
450						
101 W AUSTIN INS						

From the Printer icon, select the appropriate printer

AMS-ADCS   Screen ▾   Navigation ▾   Revise ▾   Case ▾   Help ▾   Label Preview


          

Find   Insert row   Delete row   Save Changes   Auto Fit   Auto Fit changes report   Refresh   Zoom in   Zoom Out   Zoom Full Height   Print Package











ZIP Code:    Route:    Retrieve

*Brought to you by Information Technology - Version 4.0.0000*

*Annotations:*  
- Red arrow from 'Auto Fit changes report' icon to 'Show Current Auto Pad Changes'  
- Red arrow from 'Refresh' icon to 'Refresh Display with New Changes'

 Label Preview

Screen   Edit   Navigation   Case   Help

ZIP Code:    Route:    Retrieve

To resize the font on the screen for Internet Explorer version 11.

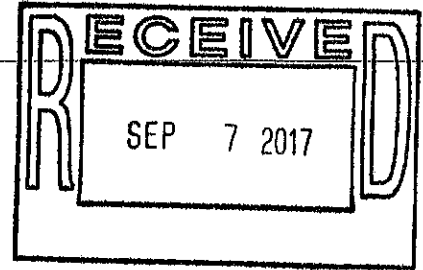
To do this	Press this
Zoom in (+ 10%)	Ctrl + Plus sign
Zoom out (- 10%)	Ctrl + Minus sign
Zoom to 100%	Ctrl + 0

# WebEx Demonstration of current AMS and AMS/ADCS 4.0





LABOR RELATIONS



August 11, 2017

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

Dear Brian:

As a matter of general interest, beginning August 24, the Postal Service will distribute a mailer to all City Carrier Assistants concerning the September 4 to October 19 Special Enrollment Period for the USPS Health Benefits Plan.

The subject mailer provides information concerning enrollment deadlines, enrollment methods and plan costs.

Please contact Noah Meyers at extension 5024 if you have questions concerning this matter.

Sincerely,

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

*AS* Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosure



[DATE]

[NAME]

[ADDRESS]

[ADDRESS]

## ATTENTION: HEALTH BENEFITS ENROLLMENT OPPORTUNITY — DEADLINE APPLIES

You are receiving this mailing because you are eligible to enroll in or change your enrollment in the USPS Health Benefits (USPSHB) Plan during the upcoming Special Enrollment Period for City Carrier Assistants (CCAs).

There is a deadline to make this decision — you can enroll or change enrollment during the Special Enrollment Period from September 4, 2017 – October 19, 2017, 11:59 PM Eastern Time. Your coverage will be effective on October 28, 2017. If you do not enroll or change enrollment during this Special Enrollment Period, your next opportunity is Open Season, which is November 13, 2017 – December 11, 2017. Elections made during Open Season take effect January 6, 2018. You may also enroll or change your enrollment if you have a qualifying life event (for example, marriage or birth of a child).

### Per Pay Period Premium Contributions for USPSHB Plan

#### **First CCA Appointment**

	Total Premium	What USPS Pays	What YOU Pay
Self Only	\$165.00	\$125.00	\$40.00
Self Plus One	\$330.00	\$214.50	\$115.50
Self and Family	\$495.00	\$321.75	\$173.25

#### **All Subsequent CCA Appointments\***

	Total Premium	What USPS Pays	What YOU Pay
Self Only	\$165.00	\$125.00	\$40.00
Self Plus One	\$330.00	\$247.50	\$82.50
Self and Family	\$495.00	\$371.25	\$123.75

\*After initial appointment of a 360-day term and upon reappointment to another 360-day term

#### **How to Enroll**

During the Special Enrollment Period, you may use *PostalEASE* employee self-service to enroll in the USPSHB Plan or change your enrollment September 4, 2017 – October 19, 2017, 11:59 PM Eastern Time. Your coverage will be effective on October 28, 2017.

Before enrolling, you should read the *Guide to USPS Health Benefits Plan* on LiteBlue at <https://liteblue.usps.gov/uspsbhp>. On the website you will find important rules, premium rates for the plan, and the *PostalEASE* Worksheet, which should be completed prior to entering your election in *PostalEASE* so that you have all of the required information ready to enter.

Once you have decided to enroll, access *PostalEASE* via the web at <https://liteblue.usps.gov>, an Employee Self-Service Kiosk (available at some facilities), or by calling the Employee Service Line at 1-877-477-3273, option 1; TTY 866-260-7507. We strongly recommend that if

you are enrolling in Self Plus One or Self and Family that you use the web version of *PostalEASE*, and not the phone. Use your USPS Employee ID number (EIN) found at the top of your earnings statement and USPS Self-Service password to access LiteBlue and *PostalEASE* via the web. Use your USPS EIN and current 4-digit USPS PIN to conduct self-service telephone transactions on the telephone using IVR. If you don't know your USPS Self-Service Password, you can reset your USPS Self-Service Password (and USPS PIN) using the Self-Service Profile (SSP) Application at [www.ssp.usps.gov](http://www.ssp.usps.gov) or via links provided on the LiteBlue and Blue logon pages.

The quickest way for your election to be processed is for you to use *PostalEASE*. However, if you are unable to use *PostalEASE*, you may also complete the *PostalEASE* Worksheet (available on LiteBlue) and mail it to the HR Shared Service Center at:

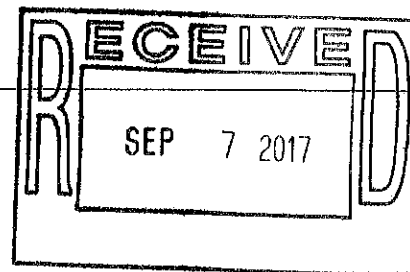
HRSSC  
Compensation/Benefits  
PO Box 970400  
Greensboro NC 27497-0400

**Further Information Available at LiteBlue**

Plan information for the USPS Health Benefits Plan is available on LiteBlue at <https://liteblue.usps.gov/USPSHBP>. Before you decide to enroll read the *Summary of Benefits and Coverage*, which provides a helpful overview of what the USPS Health Benefits Plan covers and your share of health care costs.

If you have questions relating to your benefits, please contact the HRSSC at 1-877-477-3273, option 5; TTY 1-866-260-7507.

LABOR RELATIONS



August 31, 2017

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

Sent by Fax

Dear Brian:

As a matter of general interest, the Postal Service will be soliciting employee participation in our 2017 holiday advertising campaign.

Employees who are interested in participating must submit a questionnaire and a video. Instructions for submission are found at <https://app.smartsheet.com/b/form/a86a74e74b07410e8d2ec7f02de7191f>. Submissions will be accepted until September 15<sup>th</sup>.

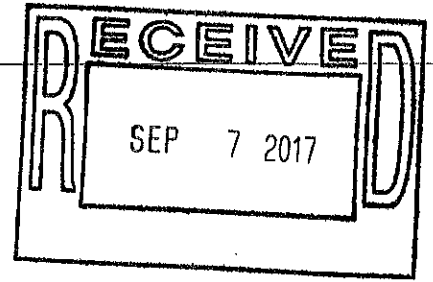
Please contact Bruce Nicholson at 7773 if you have questions concerning this matter.

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

LABOR RELATIONS



August 16, 2017

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

Faxed

Dear Brian:

This is in further reference to our August 15 notice (enclosed) concerning the expansion of Sunday delivery of Priority Mail.

A revised list of expansion sites is enclosed. The planned August 20 start date has not changed.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures



August 15, 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 July 7 notice concerning the delivery of Priority Mail in select Sunday delivery hubs.

Beginning August 20, we will expand Sunday delivery of Priority Mail to the ZIP Codes listed in the enclosure.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosure

---

Sunday Delivery Priority Mail - Expansion Sites (Revised 8/16/17)

Area	District	AMZ Sort Center	ZIP5	SCHEME	NAME	ADDRESS	CITY	STATE	Hub Zip ZIP CODE
CAPITAL METRO	ATLANTA	ATL6	30004	30004	ALPHARETTA CARRIER ANNEX	1295 BLUEGRASS LAKES PKWY STE A	ALPHARETTA	GA	30004
CAPITAL METRO	ATLANTA	ATL6	30005	30005	WEBB BRIDGE	4575 WEBB BRIDGE RD	ALPHARETTA	GA	30006
CAPITAL METRO	ATLANTA	ATL6	30008	30064	WESTSIDE CARRIER ANNEX	2024 MACLAND CROSSING CIR SW	MARIETTA	GA	30008
CAPITAL METRO	ATLANTA	ATL6	30013	30013	CONYERS	1705 HIGHWAY 138 SE	CONYERS	GA	30013
CAPITAL METRO	ATLANTA	ATL6	30014	30014	COVINGTON CARRIER ANNEX	10721 COVINGTON BY PASS RD	COVINGTON	GA	30014
CAPITAL METRO	ATLANTA	ATL6	30011	30011	DACULA	470 DACULA RD	DACULA	GA	30018
CAPITAL METRO	ATLANTA	ATL6	30024	30024	SUWANEE	990 PEACHTREE INDUSTRIAL BLVD	SUWANEE	GA	30024
CAPITAL METRO	ATLANTA	ATL6	30034	30034	DECATUR	620 W PONCE DE LEON AVE	DECATUR	GA	30030
CAPITAL METRO	ATLANTA	ATL6	30039	30039	CENTERVILLE BRANCH	3375 CENTERVILLE HWY	SNELLVILLE	GA	30039
CAPITAL METRO	ATLANTA	ATL6	30028	30028	CUMMING	625 TRIBBLE GAP RD	CUMMING	GA	30040
CAPITAL METRO	ATLANTA	ATL6	30045	30045	LAWRENCEVILLE NORTH	1667 BUFORD DR	LAWRENCEVILLE	GA	30043
CAPITAL METRO	ATLANTA	ATL6	30044	30044	LAWRENCEVILLE	35 PATTERSON RD	LAWRENCEVILLE	GA	30044
CAPITAL METRO	ATLANTA	ATL6	30047	30047	LILBURN	4370 LAWRENCEVILLE HWY NW	LILBURN	GA	30047
CAPITAL METRO	ATLANTA	ATL6	30052	30052	LOGANVILLE	4160 LOGAN DR	LOGANVILLE	GA	30052
CAPITAL METRO	ATLANTA	ATL6	30038	30038	LITHONIA	3036 STONE MOUNTAIN ST	LITHONIA	GA	30058
CAPITAL METRO	ATLANTA	ATL6	30060	30060	MARIETTA	267 LAWRENCE ST NE	MARIETTA	GA	30060
CAPITAL METRO	ATLANTA	ATL6	30062	30062	WEST OAK CARRIER ANNEX	1891 W OAK PKWY	MARIETTA	GA	30062
CAPITAL METRO	ATLANTA	ATL6	30066	30066	SPRAYBERRY	2886 SANDY PLAINS RD	MARIETTA	GA	30066
CAPITAL METRO	ATLANTA	ATL6	30067	30067	MOUNT BETHEL	4466 LOWER ROSWELL RD	MARIETTA	GA	30068
CAPITAL METRO	ATLANTA	ATL6	30092	30092	NORCROSS	265 MITCHELL RD	NORCROSS	GA	30071
CAPITAL METRO	ATLANTA	ATL6	30076	30076	CROSSTOWN CARRIER ANNEX	225 E CROSSVILLE RD	ROSWELL	GA	30075
CAPITAL METRO	ATLANTA	ATL6	30076	30076	ROSWELL	8920 EVES RD	ROSWELL	GA	30076
CAPITAL METRO	ATLANTA	ATL6	30080	30080	SMYRNA	650 WINDY HILL RD SE	SMYRNA	GA	30080
CAPITAL METRO	ATLANTA	ATL6	30087	30087	STONE MOUNTAIN	5181 W MOUNTAIN ST	STONE MOUNTAIN	GA	30083
CAPITAL METRO	ATLANTA	ATL6	30094	30084	TUCKER	4325 1ST AVE	TUCKER	GA	30084
CAPITAL METRO	ATLANTA	ATL6	30096	30096	DULUTH	3470 MCCLURE BRIDGE RD	DULUTH	GA	30096
CAPITAL METRO	ATLANTA	ATL6	30101	30101	ACWORTH CARRIER ANNEX	4200 MCEVER INDUSTRIAL DR NW	ACWORTH	GA	30101
CAPITAL METRO	ATLANTA	ATL6	30114	30114	CANTON	2400 RIVERSTONE BLVD	CANTON	GA	30114
CAPITAL METRO	ATLANTA	ATL6	30116	30116	CARROLLTON	110 THOMAS NEWELL WAY	CARROLLTON	GA	30117
CAPITAL METRO	ATLANTA	ATL6	30120	30120	CARTERSVILLE	25 LIBERTY DR	CARTERSVILLE	GA	30121
CAPITAL METRO	ATLANTA	ATL6	30124	30124	CEDARTOWN	145 WEST AVE	CEDARTOWN	GA	30125
CAPITAL METRO	ATLANTA	ATL6	30106	30106	MABLETON	5284 FLOYD RD SW	MABLETON	GA	30126
CAPITAL METRO	ATLANTA	ATL6	30127	30127	POWDER SPRINGS	4644 POWDER SPRINGS DALLAS RD	POWDER SPRINGS	GA	30127
CAPITAL METRO	ATLANTA	ATL6	30132	30132	DALLAS	280 MERCHANTS DR	DALLAS	GA	30132
CAPITAL METRO	ATLANTA	ATL6	30134	30133	DOUGLASVILLE	6000 STEWART PKWY	DOUGLASVILLE	GA	30136
CAPITAL METRO	ATLANTA	ATL6	30148	30143	JASPER	100 EAGLES LNDG	JASPER	GA	30143
CAPITAL METRO	ATLANTA	ATL6	30144	30144	KENNESAW	2001 DUNCAN DR NW	KENNESAW	GA	30144
CAPITAL METRO	ATLANTA	ATL6	30152	30152	KENNESAW CARRIER ANNEX	6960 COBB INTERNATIONAL BLVD NW	KENNESAW	GA	30162
CAPITAL METRO	ATLANTA	ATL6	30161	30161	ROME	1420 MARTHA BERRY BLVD NE	ROME	GA	30165
CAPITAL METRO	ATLANTA	ATL6	30188	30188	WOODSTOCK	226 PARKWAY 576	WOODSTOCK	GA	30188
CAPITAL METRO	ATLANTA	ATL6	30214	30214	FAYETTEVILLE CARRIER ANNEX	1450 HIGHWAY 64 W	FAYETTEVILLE	GA	30214
CAPITAL METRO	ATLANTA	ATL6	30223	30223	GRIFFIN	101 N 8TH ST	GRIFFIN	GA	30223
CAPITAL METRO	ATLANTA	ATL6	30216	30233	JACKSON	481 E 2ND ST	JACKSON	GA	30233
CAPITAL METRO	ATLANTA	ATL6	30236	30236	JONESBORO	265 N MAIN ST	JONESBORO	GA	30236
CAPITAL METRO	ATLANTA	ATL6	30240	30240	LAGRANGE	960 LAFAYETTE PKWY	LAGRANGE	GA	30241
CAPITAL METRO	ATLANTA	ATL6	30252	30263	MCDONOUGH	100 POSTMASTER DR	MCDONOUGH	GA	30253
CAPITAL METRO	ATLANTA	ATL6	30263	30263	NEWNAN	60 POSTAL PKWY	NEWNAN	GA	30263
CAPITAL METRO	ATLANTA	ATL6	30269	30269	PEACHTREE CITY	161 HIGHWAY 74 S	PEACHTREE CITY	GA	30269
CAPITAL METRO	ATLANTA	ATL6	30273	30273	STOCKBRIDGE	110 WALTER WAY	STOCKBRIDGE	GA	30281
CAPITAL METRO	ATLANTA	ATL6	30326	30326	NORTHSIDE CARRIER	3840 ROSWELL RD NE	ATLANTA	GA	30305
CAPITAL METRO	ATLANTA	ATL6	30308	30308	RALPH MCGILL CARRIER	822 RALPH MCGILL BLVD NE	ATLANTA	GA	30306
CAPITAL METRO	ATLANTA	ATL6	30309	30309	MIDTOWN	1072 W PEACHTREE ST NW	ATLANTA	GA	30309
CAPITAL METRO	ATLANTA	ATL6	30318	30318	MARTECH	987 BRADY AVE NW	ATLANTA	GA	30318
CAPITAL METRO	ATLANTA	ATL6	30319	30319	NORTH ATLANTA	1920 DRESDEN DR NE	ATLANTA	GA	30319
CAPITAL METRO	ATLANTA	ATL6	30324	30324	BROADVIEW	780 MOROSGO DR NE	ATLANTA	GA	30324
CAPITAL METRO	ATLANTA	ATL6	30338	30338	DORAVILLE	4700 LONGMIRE EXT	ATLANTA	GA	30340
CAPITAL METRO	ATLANTA	ATL6	30331	30331	OLD NATIONAL	2365 GODBY RD	ATLANTA	GA	30349
CAPITAL METRO	ATLANTA	ATL6	30339	30339	NORTHRIDGE STATION	1185 HIGHTOWER TRL	ATLANTA	GA	30350
CAPITAL METRO	ATLANTA	ATL6	30501	30501	GAINESVILLE	364 GREEN ST NE	GAINESVILLE	GA	30501
CAPITAL METRO	ATLANTA	ATL6	30518	30518	BUFORD CARRIER ANNEX	2766 HAMILTON MILL RD	BUFORD	GA	30519
CAPITAL METRO	ATLANTA	ATL6	30601	30601	ATHENS	676 OLYMPIC DR	ATHENS	GA	30601
GREAT LAKES	GATEWAY	MC16	63106	63106	CLAYTON	7760 MARYLAND AVE	SAINT LOUIS	MO	63106
GREAT LAKES	GATEWAY	MC16	63108	63108	FREDERICK N WEATHERS	3415 N KINGSHIGHWAY BLVD	SAINT LOUIS	MO	63115
GREAT LAKES	GATEWAY	MC16	63104	63104	MARYVILLE GARDENS	2920 MERAMEC ST	SAINT LOUIS	MO	63118
GREAT LAKES	GATEWAY	MC16	63119	63119	MACKENZIE POINTE	7217 WATSON RD	SAINT LOUIS	MO	63118
GREAT LAKES	GATEWAY	MC16	63122	63122	SAPPINGTON	11662 GRAVOIS RD	SAINT LOUIS	MO	63128
GREAT LAKES	GATEWAY	MC16	63129	63129	SOUTH COUNTY	5636 TELEGRAPH RD	SAINT LOUIS	MO	63129
GREAT LAKES	GATEWAY	MC16	63130	63130	UNIVERSITY CITY	561 KINGSLAND AVE	SAINT LOUIS	MO	63130
GREAT LAKES	GATEWAY	MC16	63121	63121	JENNINGS	9810 HALLS FERRY RD	SAINT LOUIS	MO	63136
GREAT LAKES	GATEWAY	MC16	63116	63116	SOUTHWEST	3232 CLIFTON AVE	SAINT LOUIS	MO	63139
GREAT LAKES	GATEWAY	MC16	63124	63124	CREVE COEUR	331 N NEW BALLAS RD	SAINT LOUIS	MO	63141
GREAT LAKES	GATEWAY	MC16	63101	63101	CARRIER SQUARE	1720 MARKET ST RM G208	SAINT LOUIS	MO	63166
GREAT LAKES	GREATER INDIANA	CVG6	46204	46204	CIRCLE CITY	468 N MERIDIAN ST STE X	INDIANAPOLIS	IN	46204
GREAT LAKES	GREATER INDIANA	CVG6	46201	46201	BACON	2727 E 65TH ST	INDIANAPOLIS	IN	46220
GREAT LAKES	GREATER INDIANA	CVG6	46269	46269	SOUTHPORT	1701 E EDGEWOOD AVE	INDIANAPOLIS	IN	46227
GREAT LAKES	GREATER INDIANA	CVG6	46229	46229	OAKLANDON	12126 E 65TH ST	INDIANAPOLIS	IN	46236
GREAT LAKES	GREATER INDIANA	CVG6	46268	46268	NORA	1300 E 86TH ST STE 36A	INDIANAPOLIS	IN	46240
GREAT LAKES	GREATER INDIANA	CVG6	46214	46214	PARK FLETCHER	2760 FORTUNE CIR E	INDIANAPOLIS	IN	46241
GREAT LAKES	GREATER MICHIGAN	DTW5	49301	49301	CALEDONIA	9339 CHERRY VALLEY AVE SE	CALEDONIA	MI	49318
GREAT LAKES	GREATER MICHIGAN	DTW5	49319	49341	ROCKFORD CARRIER ANNEX	241 ROCKFORD PARK DR NE	ROCKFORD	MI	49341
GREAT LAKES	GREATER MICHIGAN	DTW5	49423	49423	HOLLAND	190 E 8TH ST	HOLLAND	MI	49423
GREAT LAKES	GREATER MICHIGAN	DTW5	49428	49428	JENISON	408 CHICAGO DR	JENISON	MI	49428
GREAT LAKES	GREATER MICHIGAN	DTW5	49412	49412	MUSKEGON	800 1ST ST	MUSKEGON	MI	49440
CAPITAL METRO	GREATER S CAROLINA	CLT5	29115	29115	Orangeburg	1660 MIDDLETON ST	Orangeburg	SC	29115
CAPITAL METRO	GREATER S CAROLINA	CLT5	29150	29150	Sumter	311 N MAIN ST	Sumter	SC	29150
CAPITAL METRO	GREATER S CAROLINA	CLT5	29033	28033	CAYCE WEST COLUMBIA	1636 PLATT SPRINGS RD	WEST COLUMBIA	SC	29189

Sunday Delivery Priority Mail - Expansion Sites (Revised 8/16/17))

CAPITAL METRO	GREATER S CAROLINA	CLT5	29201	29201	COLUMBIA	1801 ASSEMBLY ST	COLUMBIA	SC	29201
CAPITAL METRO	GREATER S CAROLINA	CLT6	29061	29209	LEESBURG	7406 GARNERS FERRY RD	COLUMBIA	SC	29209
CAPITAL METRO	GREATER S CAROLINA	CLT5	29210	29210	DUTCH FORK	1120 BRIARGATE CIR	COLUMBIA	SC	29210
CAPITAL METRO	GREATER S CAROLINA	CLT5	29223	29223	NORTHEAST	8605 TWO NOTCH RD	COLUMBIA	SC	29223
CAPITAL METRO	GREATER S CAROLINA	CLT5	29302	29302	SPARTANBURG	250 S CHURCH ST	SPARTANBURG	SC	29306
CAPITAL METRO	GREATER S CAROLINA	CLT5	29808	29808	GREENVILLE	800 W WASHINGTON ST	GREENVILLE	SC	29802
CAPITAL METRO	GREATER S CAROLINA	CLT5	29821	29821	ANDERSON	1900B N MAIN ST	ANDERSON	SC	29621
CAPITAL METRO	GREATER S CAROLINA	ATL6	29672	29672	Clemson	519 COLLEGE AVE	CLEMSON	SC	29631
CAPITAL METRO	GREATER S CAROLINA	CLT5	29873	29873	EASLEY	810 S PENDLETON ST	EASLEY	SC	29840
CAPITAL METRO	GREATER S CAROLINA	CLT5	29650	29650	GREER	504 PENNSYLVANIA AVE	GREER	SC	29650
CAPITAL METRO	GREATER S CAROLINA	CLT5	29687	29687	TAYLORS	4359 WADE HAMPTON BLVD	TAYLORS	SC	29687
NORTHEAST	LONG ISLAND	EWR5	11554	11554	GARDEN CITY	800 FRANKLIN AVE	GARDEN CITY	NY	11530
NORTHEAST	LONG ISLAND	EWR5	11561	11561	LYNBROOK	100 BROADWAY	LYNBROOK	NY	11563
NORTHEAST	LONG ISLAND	EWR5	11735	11735	WEST BABYLON	385 ROUTE 109	WEST BABYLON	NY	11704
NORTHEAST	LONG ISLAND	EWR5	11795	11795	BAY SHORE	1314 5TH AVE	BAY SHORE	NY	11708
NORTHEAST	LONG ISLAND	EWR5	11793	11793	BELLMORE	2611 MERRICK RD	BELLMORE	NY	11710
NORTHEAST	LONG ISLAND	EWR5	11779	11779	CENTEREACH	245 CENTEREACH MALL	CENTEREACH	NY	11720
NORTHEAST	LONG ISLAND	EWR5	11768	11768	EAST NORTHPORT	297 LARKFIELD RD	EAST NORTHPORT	NY	11731
NORTHEAST	LONG ISLAND	EWR5	11798	11798	HOLBROOK	445 FURROWS RD	HOLBROOK	NY	11741
NORTHEAST	LONG ISLAND	EWR5	11743	11743	HUNTINGTON STATION	888 E JERICHO TPKE	HUNTINGTON STATION	NY	11746
NORTHEAST	LONG ISLAND	EWR5	11764	11764	PORT JEFFERSON STATION	544 JEFFERSON PLZ	PORT JEFFERSON STATION	NY	11776
NORTHEAST	LONG ISLAND	EWR5	11714	11714	HICKSVILLE	185 W JOHN ST	HICKSVILLE	NY	11801
NORTHEAST	NORTHERN NEW ENGLAND	BOSS	3038	3038	DERRY	24 TSIENNETO RD	DERRY	NH	3038
NORTHEAST	NORTHERN NEW ENGLAND	BOSS	3102	3102	MANCHESTER WEST	10 LANCE LN	GOFFSTOWN	NH	3045
NORTHEAST	NORTHERN NEW ENGLAND	BOSS	3062	3062	HUDSON	35 EXECUTIVE DR	HUDSON	NH	3051
NORTHEAST	NORTHERN NEW ENGLAND	BOSS	3064	3064	NASHUA	38 SPRING ST	NASHUA	NH	3080
NORTHEAST	NORTHERN NEW ENGLAND	BOSS	3087	3087	SALEM	51 S BROADWAY	SALEM	NH	3079
NORTHEAST	NORTHERN NEW ENGLAND	BOSS	3108	3108	MANCHESTER SOUTH	7 PERIMETER RD STE 2	MANCHESTER	NH	3103
NORTHEAST	NORTHERN NEW ENGLAND	BOSS	3246	3246	LACONIA	33 CHURCH ST	LACONIA	NH	3246
NORTHEAST	NORTHERN NEW ENGLAND	BOSS	3304	3304	CONCORD	22 CHENELL DR	CONCORD	NH	3301
NORTHEAST	NORTHERN NEW ENGLAND	BOSS	3431	3431	KEENE	198 MAIN ST	KEENE	NH	3431
NORTHEAST	NORTHERN NEW ENGLAND	BDL5	3766	3766	WEST LEBANON	66 BENNING ST STE 10	WEST LEBANON	NH	3784
NORTHEAST	NORTHERN NEW ENGLAND	BOSS	3820	3820	DOVER	133 WASHINGTON ST	Dover	NH	3820
NORTHEAST	NORTHERN NEW ENGLAND	BOSS	3833	3833	EXETER	34 FRONT ST	EXETER	NH	3833
NORTHEAST	NORTHERN NEW ENGLAND	BDL5	5101	5101	BELLOWS FALLS	7 BRIDGE ST	BELLOWS FALLS	VT	5101
NORTHEAST	NORTHERN NEW ENGLAND	BDL5	5156	5156	SPRINGFIELD	132 MAIN ST	SPRINGFIELD	VT	5158
NORTHEAST	NORTHERN NEW ENGLAND	BDL5	5201	5201	BENNINGTON	108 ELM ST	BENNINGTON	VT	5201
NORTHEAST	NORTHERN NEW ENGLAND	BDL5	5301	5301	BRATTLEBORO	204 MAIN ST STE JJ	BRATTLEBORO	VT	5301
NORTHEAST	NORTHERN NEW ENGLAND	BOSS	5401	5401	BURLINGTON	320 PINE ST	BURLINGTON	VT	5401
NORTHEAST	NORTHERN NEW ENGLAND	BDL5	5701	5701	RUTLAND	181 WEST ST STE JJ	RUTLAND	VT	5701
NORTHEAST	NORTHERN NEW JERSEY	EWR5	7014	7014	CLIFTON	811 PAULISON AVE	CLIFTON	NJ	7011
NORTHEAST	NORTHERN NEW JERSEY	EWR5	7093	7093	HOBOKEN	89 RIVER ST	HOBOKEN	NJ	7030
NORTHEAST	NORTHERN NEW JERSEY	EWR5	7006	7006	MONTCLAIR	125 GLENRIDGE AVE	MONTCLAIR	NJ	7042
NORTHEAST	NORTHERN NEW JERSEY	EWR5	7052	7052	ORANGE	384 MAIN ST	ORANGE	NJ	7050
NORTHEAST	NORTHERN NEW JERSEY	EWR5	7059	7059	PLAINFIELD	201 WATCHUNG AVE	PLAINFIELD	NJ	7080
NORTHEAST	NORTHERN NEW JERSEY	EWR5	7090	7090	UNION	1130 W CHESTNUT ST	UNION	NJ	7083
NORTHEAST	NORTHERN NEW JERSEY	EWR5	7094	7094	SECAUCUS	300 COUNTY AVE	SECAUCUS	NJ	7094
NORTHEAST	NORTHERN NEW JERSEY	EWR5	7195	7102	BELLEVILLE ANNEX	525 MAIN ST	BELLEVILLE	NJ	7109
NORTHEAST	NORTHERN NEW JERSEY	EWR5	7036	7036	ELIZABETH	310 N BROAD ST	ELIZABETH	NJ	7208
NORTHEAST	NORTHERN NEW JERSEY	EWR5	7047	7047	JERSEY CITY	68 MONTGOMERY ST	JERSEY CITY	NJ	7302
NORTHEAST	NORTHERN NEW JERSEY	EWR5	7974	7974	SUMMIT	81 MAPLE ST	SUMMIT	NJ	7901
NORTHEAST	NORTHERN NEW JERSEY	EWR5	7981	7981	MORRISTOWN	150 RIDGEDALE AVE	MORRISTOWN	NJ	7980
NORTHEAST	NORTHERN NEW JERSEY	EWR5	8867	8867	EAST BRUNSWICK	614 CRANBURY RD	EAST BRUNSWICK	NJ	8816
NORTHEAST	NORTHERN NEW JERSEY	EWR5	8817	8817	EDISON	2101 STATE ROUTE 27	EDISON	NJ	8817
NORTHEAST	NORTHERN NEW JERSEY	EWR5	8822	8822	HILLSBOROUGH	437 AMWELL RD	HILLSBOROUGH	NJ	8844
NORTHEAST	NORTHERN NEW JERSEY	EWR5	8865	8865	PHILLIPSBURG	361 MEMORIAL PKWY	PHILLIPSBURG	NJ	8865
NORTHEAST	NORTHERN NEW JERSEY	EWR5	8904	8904	EDISON	21 KILMER RD	EDISON	NJ	8899
WESTERN	NORTHLAND	MSP5	55038	55038	CIRCLE PINES	300 CIVIC HEIGHTS DR	CIRCLE PINES	MN	55014
WESTERN	NORTHLAND	MSP5	55075	55075	SOUTH SAINT PAUL	236 CONCORD EXCHANGE N	SOUTH SAINT PAUL	MN	55075
WESTERN	NORTHLAND	MSP5	55003	55003	OAK PARK HTS CARRIER ANNEX	5520 MEMORIAL AVE N	STILLWATER	MN	55082
WESTERN	NORTHLAND	MSP5	55104	55104	ROSEVILLE	2000 COUNTY ROAD B2 W	SAINT PAUL	MN	55113
WESTERN	NORTHLAND	MSP5	55118	55118	EAGAN	3145 LEXINGTON AVE S	EAGAN	MN	55121
WESTERN	NORTHLAND	MSP5	55125	55125	WOODBURY	7595 CURRELL BLVD	SAINT PAUL	MN	55125
WESTERN	NORTHLAND	MSP5	55109	55109	VADNAIS HGTS CARRIER ANNEX	4390 MCMENEMY ST	SAINT PAUL	MN	55127
WESTERN	NORTHLAND	MSP5	55304	55304	ANDOVER CARRIER ANNEX	15219 BLUEBIRD ST NW	ANDOVER	MN	55304
WESTERN	NORTHLAND	MSP5	55311	55311	MAPLE GROVE	13500 GROVE DR	MAPLE GROVE	MN	55311
WESTERN	NORTHLAND	MSP5	55318	55318	CHANHASSEN CARRIER ANNEX	1775 LAKE DR W	CHANHASSEN	MN	55317
WESTERN	NORTHLAND	MSP5	55337	55337	BURNSVILLE	13800 NICOLLET BLVD	BURNSVILLE	MN	55337
WESTERN	NORTHLAND	MSP5	55305	55305	HOPKINS	910 1ST ST S	HOPKINS	MN	55343
WESTERN	NORTHLAND	MSP5	55419	55419	LAKE STREET	110 E 31ST ST	MINNEAPOLIS	MN	55408
WESTERN	NORTHLAND	MSP5	55426	55426	ELMWOOD	5100 W 36TH ST	MINNEAPOLIS	MN	55416
WESTERN	NORTHLAND	MSP5	55413	55413	EASTSIDE	1600 18TH AVE NE	MINNEAPOLIS	MN	55418
WESTERN	NORTHLAND	MSP5	55444	55444	BROOKLYN CENTER	6848 LEE AVE N	MINNEAPOLIS	MN	55429
WESTERN	NORTHLAND	MSP5	55437	55437	WEST EDINA	7360 BUSH LAKE RD	MINNEAPOLIS	MN	55439
WESTERN	NORTHLAND	MSP5	55442	55442	LOST LAKE	9705 45TH AVE N	MINNEAPOLIS	MN	55442
WESTERN	NORTHLAND	MSP5	55433	55448	COON RAPIDS	10250 FOLEY BLVD NW	MINNEAPOLIS	MN	55448
EASTERN	OHIO VALLEY	CLE5	43015	43015	DELAWARE	35 S LIBERTY ST	DELAWARE	OH	43015
EASTERN	OHIO VALLEY	CLE5	43016	43016	DUBLIN	8400 EMERALD PKWY	DUBLIN	OH	43016
EASTERN	OHIO VALLEY	PIT5	43056	43056	NEWARK	70 E CHURCH ST	NEWARK	OH	43055
EASTERN	OHIO VALLEY	CLE5	43036	43036	POWELL	40 GRACE DR	POWELL	OH	43065
EASTERN	OHIO VALLEY	CLE5	43004	43004	REYNOLDSBURG	7185 E MAIN ST	REYNOLDSBURG	OH	43068
EASTERN	OHIO VALLEY	CLE5	43081	43082	WESTERVILLE	617 MCCORKLE BLVD	WESTERVILLE	OH	43082
EASTERN	OHIO VALLEY	CLE5	43123	43123	GROVE CITY	2539 DARTMOOR RD	GROVE CITY	OH	43123
EASTERN	OHIO VALLEY	CLE5	43130	43130	LANCASTER	204 S BROAD ST	LANCASTER	OH	43130
EASTERN	OHIO VALLEY	CLE5	43137	43137	GROVE CITY	2540 DARTMOOR RD	GROVE CITY	OH	43137
EASTERN	OHIO VALLEY	CLE5	43110	43110	PICKERINGTON	520 HILL RD N	PICKERINGTON	OH	43147
EASTERN	OHIO VALLEY	CLE5	43202	43202	BEECHWOLD	4364 N HIGH ST	COLUMBUS	OH	43214
EASTERN	OHIO VALLEY	CLE5	43119	43119	COLUMBUS	850 TWIN RIVERS DR	COLUMBUS	OH	43216



Sunday Delivery Priority Mail - Expansion Sites (Revised 8/16/17)

EASTERN	OHIO VALLEY	CLE5	43211	43211	OAKLAND PARK	2200 INNIS RD	COLUMBUS	OH	43224
EASTERN	OHIO VALLEY	CLE6	43207	43207	EASTLAND	2601 COURTRIGHT RD	COLUMBUS	OH	43232
EASTERN	OHIO VALLEY	CLE6	43235	43235	WEST WORTHINGTON	6316 NICHOLAS DR	COLUMBUS	OH	43235
PACIFIC	SAN DIEGO	ONT5	91902	91902	CHULA VISTA	750 3RD AVE	CHULA VISTA	CA	91910
PACIFIC	SAN DIEGO	ONT5	91941	91941	LA MESA	10174 AUSTIN DR	SPRING VALLEY	CA	91977
PACIFIC	SAN DIEGO	ONT5	92008	92008	LA COSTA CARLSBAD	1700 AVIARA PKWY	CARLSBAD	CA	92011
PACIFIC	SAN DIEGO	ONT5	92019	92019	EL CAJON	401 W LEXINGTON AVE	EL CAJON	CA	92020
PACIFIC	SAN DIEGO	ONT5	92014	92014	ENCINITAS	1150 GARDEN VIEW RD	ENCINITAS	CA	92024
PACIFIC	SAN DIEGO	ONT5	92025	92025	ESCONDIDO	1157 W MISSION AVE	ESCONDIDO	CA	92025
PACIFIC	SAN DIEGO	ONT5	92054	92054	OCEANSIDE	1895 AVENIDA DEL ORO	OCEANSIDE	CA	92056
PACIFIC	SAN DIEGO	ONT5	92064	92064	POWAY	13308 MIDLAND RD	POWAY	CA	92064
PACIFIC	SAN DIEGO	ONT5	92069	92069	SAN MARCOS	420 N TWIN OAKS VALLEY RD	SAN MARCOS	CA	92069
PACIFIC	SAN DIEGO	ONT6	92003	92003	PALA VISTA ANNEX	1625 E VISTA WAY	VISTA	CA	92084
PACIFIC	SAN DIEGO	ONT5	92102	92102	RIVERFRONT CARRIER 04 ANNEX	2600 CAMINO DEL RIO N	SAN DIEGO	CA	92108
PACIFIC	SAN DIEGO	ONT5	92106	92106	MIDWAY	2701 MIDWAY DR	SAN DIEGO	CA	92110
PACIFIC	SAN DIEGO	ONT5	92108	92108	LINDA VISTA	2150 COMSTOCK ST	SAN DIEGO	CA	92111
PACIFIC	SAN DIEGO	ONT5	92115	92115	GRANTVILLE	4740 MISSION GORGE PL	SAN DIEGO	CA	92120
PACIFIC	SAN DIEGO	ONT5	92037	92037	LA JOLLA ANNEX UC	5047 SHOREHAM PL	SAN DIEGO	CA	92122
PACIFIC	SAN DIEGO	ONT5	92128	92128	MIRA MESA	9051 MIRA MESA BLVD	SAN DIEGO	CA	92128
PACIFIC	SAN DIEGO	ONT6	92127	92127	RANCHO PENASQUITOS	9245 TWIN TRAILS DR	SAN DIEGO	CA	92129
PACIFIC	SAN DIEGO	ONT5	92118	92118	OTAY MESA	2960 FERN AVE	SAN DIEGO	CA	92154
PACIFIC	SANTA ANA	ONT5	92602	92602	NORTHWOOD	1 LEAGUE	IRVINE	CA	92602
PACIFIC	SANTA ANA	ONT5	92677	92607	LAGUNA BEACH	29911 NIGUEL RD	LAGUNA NIGUEL	CA	92607
PACIFIC	SANTA ANA	ONT5	92603	92618	IRVINE	15642 SAND CANYON AVE	IRVINE	CA	92619
PACIFIC	SANTA ANA	ONT5	92604	92614	HARVEST	17192 MURPHY AVE	IRVINE	CA	92623
PACIFIC	SANTA ANA	ONT5	92626	92626	COSTA MESA	1590 ADAMS AVE	COSTA MESA	CA	92628
PACIFIC	SANTA ANA	ONT5	92624	92629	DANA POINT	24551 DEL PRADO	DANA POINT	CA	92629
PACIFIC	SANTA ANA	ONT5	92630	92609	EL TORO	24552 RAYMOND WAY	LAKE FOREST	CA	92630
PACIFIC	SANTA ANA	ONT5	92615	92615	HUNTINGTON BEACH	6771 WARNER AVE	HUNTINGTON BEACH	CA	92647
PACIFIC	SANTA ANA	ONT5	92637	92637	LAGUNA HILLS	24001 CALLE DE LA MAGDALENA	LAGUNA HILLS	CA	92654
PACIFIC	SANTA ANA	ONT5	92651	92651	ALISO VIEJO CARRIER ANNEX	91 COLUMBIA	ALISO VIEJO	CA	92655
PACIFIC	SANTA ANA	ONT5	92657	92625	NEWPORT BEACH	1133 CAMELBACK ST	NEWPORT BEACH	CA	92658
PACIFIC	SANTA ANA	ONT5	92672	92674	SAN CLEMENTE	520 E AVENIDA PICO	SAN CLEMENTE	CA	92674
PACIFIC	SANTA ANA	ONT5	92655	92683	WESTMINSTER	15030 GOLDENWEST CIR	WESTMINSTER	CA	92685
PACIFIC	SANTA ANA	ONT5	92610	92688	RANCHO SANTA MARGARITA	29882 AVENIDA DE LAS BANDERA	RANCHO SANTA MARGARITA	CA	92688
PACIFIC	SANTA ANA	ONT5	92675	92675	SAN JUAN CAPISTRANO	28081 MARGUERITE PKWY	MISSION VIEJO	CA	92690
PACIFIC	SIERRA COASTAL	ONT5	91006	91006	ARCADIA	41 WHEELER AVE	ARCADIA	CA	91006
PACIFIC	SIERRA COASTAL	ONT5	91001	91001	PASADENA	600 LINCOLN AVE	PASADENA	CA	91109
PACIFIC	SIERRA COASTAL	ONT5	91311	91311	NORTH RIDGE	9534 RESEDA BLVD	NORTH RIDGE	CA	91324
PACIFIC	SIERRA COASTAL	ONT5	91331	91331	MISSION CITY	10919 SEPULVEDA BLVD	SAN FERNANDO	CA	91345
PACIFIC	SIERRA COASTAL	ONT5	91320	91320	THOUSAND OAKS	3435 E THOUSAND OAKS BLVD	THOUSAND OAKS	CA	91362
PACIFIC	SIERRA COASTAL	ONT5	91301	91301	WOODLAND HILLS	22121 CLARENDON ST	WOODLAND HILLS	CA	91367
PACIFIC	SIERRA COASTAL	ONT5	91352	91352	BURBANK	2140 N HOLLYWOOD WAY	BURBANK	CA	91505
PACIFIC	SIERRA COASTAL	ONT5	91601	91601	NORTH HOLLYWOOD	7035 LAUREL CANYON BLVD	NORTH HOLLYWOOD	CA	91605
SOUTHERN	SOUTH FLORIDA	MIA5	33004	33004	HALLANDALE	500 S FEDERAL HWY	HALLANDALE BEACH	FL	33009
SOUTHERN	SOUTH FLORIDA	MIA6	33055	33055	MIAMI GARDENS	6193 NW 183RD ST	HIALEAH	FL	33015
SOUTHERN	SOUTH FLORIDA	MIA5	33022	33020	HOLLYWOOD	1801 POLK ST	HOLLYWOOD	FL	33022
SOUTHERN	SOUTH FLORIDA	MIA5	33062	33062	POMPAÑO BEACH	2351 W ATLANTIC BLVD	POMPAÑO BEACH	FL	33069
SOUTHERN	SOUTH FLORIDA	MIA5	33146	33146	CORAL GABLES	261 VALENCIA AVE	CORAL GABLES	FL	33134
SOUTHERN	SOUTH FLORIDA	MIA5	33141	33141	NORMANDY	625 71ST ST	MIAMI BEACH	FL	33141
SOUTHERN	SOUTH FLORIDA	MIA5	33168	33168	ALLAPATTAH	1799 NW 28TH ST	MIAMI	FL	33142
SOUTHERN	SOUTH FLORIDA	MIA5	33143	33143	OLYMPIA HEIGHTS	3801 SW 117TH AVE	MIAMI	FL	33175
SOUTHERN	SOUTH FLORIDA	MIA5	33156	33156	SUNSET	7501 SW 117TH AVE	MIAMI	FL	33183
SOUTHERN	SOUTH FLORIDA	MIA5	33326	33326	WESTON	1870 N CORPORATE LAKES BLVD	WESTON	FL	33326
SOUTHERN	SOUTH FLORIDA	MIA5	33394	33301	OAKLAND PARK	3350 NE 12TH AVE	OAKLAND PARK	FL	33394
EASTERN	WESTERN NEW YORK	PIT5	14606	14606	Greece	3245 Latta Rd	Rochester	NY	14612
EASTERN	WESTERN NEW YORK	PIT5	14607	14607	IRONDEQUOIT	425 E RIDGE RD	ROCHESTER	NY	14621
EASTERN	WESTERN NEW YORK	PIT9	14610	14610	ROCHESTER CARRIER ANNEX	1335 JEFFERSON RD	ROCHESTER	NY	14692
EASTERN	WESTERN PENNSYLVANIA	PIT5	15001	15001	CORAOPOLIS	1040 THORN RUN RD	CORAOPOLIS	PA	15108
EASTERN	WESTERN PENNSYLVANIA	PIT5	15012	15012	MCKEESPORT	850 WALNUT ST	MCKEESPORT	PA	15134
EASTERN	WESTERN PENNSYLVANIA	PIT5	15201	15201	EAST LIBERTY	6360 BROAD ST	PITTSBURGH	PA	15203
EASTERN	WESTERN PENNSYLVANIA	PIT5	15205	15205	WOODS RUN ANNEX	900 PENNSYLVANIA AVE STE 1	PITTSBURGH	PA	15233
EASTERN	WESTERN PENNSYLVANIA	PIT5	15145	15145	PENN HILLS	11650 PENN HILLS DR	PITTSBURGH	PA	15235
EASTERN	WESTERN PENNSYLVANIA	PIT5	15122	15122	PLEASANT HILLS	500 REGIS AVE	PITTSBURGH	PA	15235
SOUTHERN	SUNCOAST	MCO6	32114	32114	DAYTONA BEACH	600 BILL FRANCE BLVD	DAYTONA BEACH	FL	32114
SOUTHERN	SUNCOAST	MCO5	32127	32127	PORT ORANGE	725 DUNLAWTON AVE	PORT ORANGE	FL	32127
SOUTHERN	SUNCOAST	MCO5	32159	32159	LADY LAKE	850 TEAGUE TRL	LADY LAKE	FL	32159
SOUTHERN	SUNCOAST	MCO5	32132	32132	NEW SMYRNA BEACH	301 MISSION DR	NEW SMYRNA BEACH	FL	32168
SOUTHERN	SUNCOAST	MCO5	32174	32173	ORMOND BEACH	260 WILLIAMSON BLVD	ORMOND BEACH	FL	32174
SOUTHERN	SUNCOAST	MCO5	32707	32707	CASSELBERRY	109 LIVE OAKS BLVD	CASSELBERRY	FL	32707
SOUTHERN	SUNCOAST	MCO5	32703	32703	APOPKA	581 N PARK AVE	APOPKA	FL	32712
SOUTHERN	SUNCOAST	MCO5	32750	32750	ALTAMONTE SPRINGS	321 MONTGOMERY RD	ALTAMONTE SPRINGS	FL	32714
SOUTHERN	SUNCOAST	MCO5	32720	32720	DELAND CARRIER ANNEX	240 W NEW YORK AVE	DELAND	FL	32720
SOUTHERN	SUNCOAST	MCO5	32726	32726	EUSTIS	111 E CLIFFORD AVE	EUSTIS	FL	32726
SOUTHERN	SUNCOAST	MCO5	32725	32725	DELTONA PINES	2048 HOWLAND BLVD	DELTONA	FL	32738
SOUTHERN	SUNCOAST	MCO5	32746	32746	LAKE MARY	3415 W LAKE MARY BLVD	LAKE MARY	FL	32746
SOUTHERN	SUNCOAST	MCO5	32780	32780	TITUSVILLE	2603 S WASHINGTON AVE	TITUSVILLE	FL	32780
SOUTHERN	SUNCOAST	MCO5	32751	32751	WINTER PARK	300 N NEW YORK AVE	WINTER PARK	FL	32789
SOUTHERN	SUNCOAST	MCO5	32804	32804	GORE STREET CARRIER ANNEX	1325 W GORE ST	ORLANDO	FL	32805
SOUTHERN	SUNCOAST	MCO5	32807	32807	AZALEA PARK	601 N SEMORAN BLVD	ORLANDO	FL	32807
SOUTHERN	SUNCOAST	MCO5	32810	32810	HIAWASSEE	3200 N HIAWASSEE RD	ORLANDO	FL	32818
SOUTHERN	SUNCOAST	MCO5	32819	32819	SAND LAKE	10450 TURKEY LAKE RD	ORLANDO	FL	32819
SOUTHERN	SUNCOAST	MCO5	32812	32812	LEE VISTA	6301 HAZELTINE NATIONAL DR STE 1	ORLANDO	FL	32822
SOUTHERN	SUNCOAST	MCO5	32820	32820	ALAFAYA CARRIER ANNEX	1000 N ALAFAYA TRL	ORLANDO	FL	32828
SOUTHERN	SUNCOAST	MCO5	32809	32809	SOUTH CREEK	1701 W WETHERBEE RD	ORLANDO	FL	32837
SOUTHERN	SUNCOAST	MCO5	32904	32904	WEST MELBOURNE	2305 MINTON RD	MELBOURNE	FL	32904
SOUTHERN	SUNCOAST	MCO5	32922	32822	COCOA	2000 STATE ROAD 524	COCOA	FL	32926
SOUTHERN	SUNCOAST	MCO5	32931	32931	COCOA BEACH	500 N BREVARD AVE	COCOA BEACH	FL	32931

Sunday Delivery Priority Mail - Expansion Sites (Revised 8/16/17))

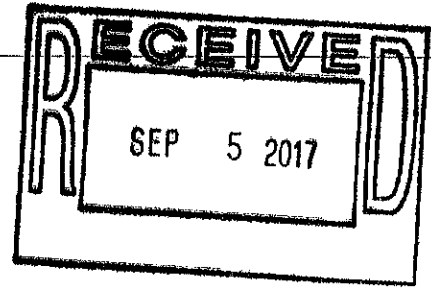
SOUTHERN	SUNCOAST	MCO5	32934	32934	APOLLO ANNEX	680 N APOLLO BLVD FRNT	MELBOURNE	FL	32935
SOUTHERN	SUNCOAST	MCO5	32925	32937	SUNTREE	8105 N WICKHAM RD	MELBOURNE	FL	32940
SOUTHERN	SUNCOAST	MCO5	32952	32952	MERRITT ISLAND	333 CROCKETT BLVD	MERRITT ISLAND	FL	32953
SOUTHERN	SUNCOAST	MCO5	32958	32958	SEBASTIAN	1290 MAIN ST	SEBASTIAN	FL	32958
SOUTHERN	SUNCOAST	MCO5	32962	32962	VERO BEACH CARRIER ANNEX	1561 US HIGHWAY 1	VERO BEACH	FL	32960
SOUTHERN	SUNCOAST	MCO5	33584	33584	BRANDON	1315 OAKFIELD DR	BRANDON	FL	33511
SOUTHERN	SUNCOAST	MCO5	33523	33525	ZEPHYRHILLS	38032 POSTAL DR	ZEPHYRHILLS	FL	33542
SOUTHERN	SUNCOAST	MCO5	33570	33570	SUN CITY CENTER	1645 SUN CITY CENTER PLZ	SUN CITY CENTER	FL	33573
SOUTHERN	SUNCOAST	MCO5	33594	33594	VALRICO	2406 E STATE ROAD 60	VALRICO	FL	33594
SOUTHERN	SUNCOAST	MCO5	33603	33603	SULPHUR SPRINGS	6706 N NEBRASKA AVE	TAMPA	FL	33604
SOUTHERN	SUNCOAST	MCO5	33602	33602	YBOR	2000 E 12TH AVE	TAMPA	FL	33605
SOUTHERN	SUNCOAST	MCO5	33606	33606	TAMPA CARRIER ANNEX	4009 W SPRUCE ST	TAMPA	FL	33607
SOUTHERN	SUNCOAST	MCO5	33611	33611	INTERBAY	4520 W OAKELLAR AVE	TAMPA	FL	33611
SOUTHERN	SUNCOAST	MCO5	33614	33614	HILLDALE	3201 W HILLSBOROUGH AVE	TAMPA	FL	33614
SOUTHERN	SUNCOAST	MCO5	33612	33612	CARROLLWOOD	12651 N DALE MABRY HWY	TAMPA	FL	33618
SOUTHERN	SUNCOAST	MCO5	33704	33704	NORTHSIDE	1201 GANDY BLVD N	SAINT PETERSBURG	FL	33702
SOUTHERN	SUNCOAST	MCO5	33706	33706	GULFWINDS	4222 22ND AVE S	SAINT PETERSBURG	FL	33711
SOUTHERN	SUNCOAST	MCO5	33708	33708	SAINT PETERSBURG	3135 1ST AVE N	SAINT PETERSBURG	FL	33730
SOUTHERN	SUNCOAST	MCO5	33755	33755	CLEARWATER	100 S BELCHER RD	CLEARWATER	FL	33785
SOUTHERN	SUNCOAST	MCO5	33770	33770	LARGO	50 8TH AVE SW	LARGO	FL	33770
SOUTHERN	SUNCOAST	MCO5	33772	33772	SEMINOLE	9355 113TH ST	SEMINOLE	FL	33772
SOUTHERN	SUNCOAST	MCO5	33805	33805	LAKELAND	2800 LAKELAND HILLS BLVD	LAKELAND	FL	33805
SOUTHERN	SUNCOAST	MCO5	33811	33813	SOUTHSIDE POSTAL STORE	6000 S FLORIDA AVE	LAKELAND	FL	33813
SOUTHERN	SUNCOAST	MCO5	33837	33837	HAINES CITY	1051 STATE ROAD 544 E	HAINES CITY	FL	33844
SOUTHERN	SUNCOAST	MCO5	33870	33870	LAKE JACKSON BRANCH	829 MALL RING RD	SEBRING	FL	33870
SOUTHERN	SUNCOAST	MCO5	33830	33830	FLORENCE VILLA	1401 1ST ST N	WINTER HAVEN	FL	33881
SOUTHERN	SUNCOAST	MCO5	33901	33901	NORTH FORT MYERS	1882 N TAMAMI TRL	NORTH FORT MYERS	FL	33903
SOUTHERN	SUNCOAST	MCO5	33916	33911	PAGE FIELD	2655 N AIRPORT RD	FORT MYERS	FL	33907
SOUTHERN	SUNCOAST	MCO5	33931	33931	SIX MILE CYPRESS ANNEX	14651 BEN C PRATT/8 MILE CYPRESS	FORT MYERS	FL	33912
SOUTHERN	SUNCOAST	MCO5	33948	33946	PUNTA GORDA	130 E MARION AVE	PUNTA GORDA	FL	33960
SOUTHERN	SUNCOAST	MCO5	33904	33904	CAPE CORAL CENTRAL	1030 SE 9TH AVE	CAPE CORAL	FL	33990
SOUTHERN	SUNCOAST	MCO5	34102	34102	NAPLES	1200 GOODLETTE RD N	NAPLES	FL	34102
SOUTHERN	SUNCOAST	MCO5	34117	34117	COCO RIVER	1130 CREEKSIDE WAY	NAPLES	FL	34108
SOUTHERN	SUNCOAST	MCO5	34207	34210	BRADENTON CARRIER ANNEX	815 4TH AVE W	BRADENTON	FL	34205
SOUTHERN	SUNCOAST	MCO5	34221	34220	PALMETTO	520 7TH ST W	PALMETTO	FL	34221
SOUTHERN	SUNCOAST	MCO5	34223	34223	ENGLEWOOD	950 S RIVER RD	ENGLEWOOD	FL	34223
SOUTHERN	SUNCOAST	MCO5	34232	34232	SARASOTA	1661 RINGLING BLVD	SARASOTA	FL	34230
SOUTHERN	SUNCOAST	MCO5	34238	34238	GULF GATE	2875 ASHTON RD	SARASOTA	FL	34231
SOUTHERN	SUNCOAST	MCO5	34275	34274	VENICE	350 W VENICE AVE	VENICE	FL	34285
SOUTHERN	SUNCOAST	MCO5	34604	34604	AVIATION	16150-AVIATION-LOOP DR	BROOKSVILLE	FL	34604
SOUTHERN	SUNCOAST	MCO5	34654	34655	NEW PORT RICHEY	6650 MAIN ST	NEW PORT RICHEY	FL	34653
SOUTHERN	SUNCOAST	MCO5	34667	34667	HUDSON	13610 BIG BEND DR	HUDSON	FL	34667
SOUTHERN	SUNCOAST	MCO5	34690	34690	PALM HARBOR	495 ALT 19	PALM HARBOR	FL	34683
SOUTHERN	SUNCOAST	MCO5	34698	34697	DUNEDIN	1350 COUNTY ROAD 1	DUNEDIN	FL	34698
SOUTHERN	SUNCOAST	MCO5	34711	34711	CLERMONT CARRIER ANNEX	400 CITRUS TOWER BLVD	CLERMONT	FL	34711
SOUTHERN	SUNCOAST	MCO5	34741	34742	KISSIMMEE CARRIER ANNEX	3050 POLYNESIAN ISLE BLVD	KISSIMMEE	FL	34746
SOUTHERN	SUNCOAST	MCO5	34748	34748	LEESBURG	1201 S 14TH ST	LEESBURG	FL	34748
SOUTHERN	SUNCOAST	MCO5	34769	34769	SAINT CLOUD	4701 OLD CANOE CREEK RD	SAINT CLOUD	FL	34769
SOUTHERN	SUNCOAST	MCO5	34787	34787	WINTER GARDEN	15155 W COLONIAL DR	WINTER GARDEN	FL	34787

LABOR RELATIONS



NOTED:

PRES: \_\_\_\_\_  
 EXEC VP: \_\_\_\_\_  
 SECY: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 To File \_\_\_\_\_



August 11, 2017

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

Certified Mail Tracking Number:  
 7016 1370 0002 3014 9039

Dear Brian:

As a matter of general interest, the Postal Service plans to migrate the current Address Management System (AMS) terminal services with a web-based version titled Address Management System (AMS)-Automated Data Collection System (ADCS) 4.0.

As with the current system, the web-based version will be used to maintain Delivery Point, Street, Carrier and Facility information. The purpose of the change is to eliminate the risk of the system being hosted on old unsupported hardware.

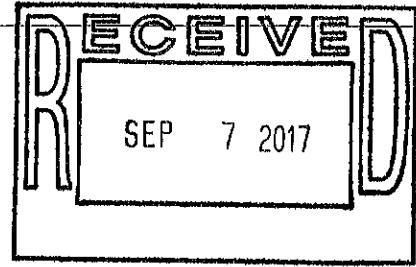
The AMS-ADCS 4.0 is scheduled for nationwide implementation in September.

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

Sincerely,

Rickey R. Dean  
 Manager  
 Contract Administration (APWU)

Enclosure



August 31, 2017

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

Dear Brian:

In further reference to our March 24 notice of our intent to pilot test a revised PS Form 3849, *Delivery Notice/Reminder/Receipt*.

The pilot test was successful and, accordingly, we plan to implement the revised PS Form 3849 nationally. Revisions include changing the name of PS Form 3849 to "*We ReDeliver for You!*" in an effort to better describe the form's purpose.

Revised PS Form 3849 is scheduled for use in the Northeast and Pacific Areas in October with national implementation scheduled in January 2018.

We have enclosed the following material related to this change:

- *Frequently Asked Questions (FAQs), Revised PS Form 3849 We ReDeliver for You!*
- *Standard Work Instructions for Carriers PS Form 3849 We ReDeliver for You!*
- *Delivery Service Talk, Redesigned PS Form 3849 We ReDeliver for You!*
- *Retail Service Talk, Redesigned PS Form 3849 - We ReDeliver for You!*
- *Poster Revised PS Form 3849 We ReDeliver for You!*

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

## Internal Frequently Asked Questions (FAQs) PS Form 3849, *We ReDeliver for You!*

### **Q. What is a 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 was made by a carrier, why the mailpiece was not left, and which redelivery options are available. It provides the customer with options and information they need to either request a redelivery or pick up their mailpiece at the Post Office.

### **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 – to make it easier for a customer to schedule a redelivery

### **Q. What is a QR Code and how does it work?**

A: QR Code is a type of barcode, shaped like a square, when scanned it directs the user to additional information about the attempted mailpiece(s). User must have a QR Code reader/scanner app downloaded to their mobile device. When the user scans the QR Code on the PS Form 3849, it will direct the user to the redelivery page to allow them to request a redelivery.

### **Q. How do Carriers link the mailpiece(s) to the barcode on the PS Form 3849?**

A. To link the mailpiece(s) to the PS Form 3849, the following steps must be followed:

- Carrier scans the barcode on the mailpiece(s)
- Select "Attempted"
- Followed by selecting "an Event" from the dropdown menu
- Pressing "Enter" to complete the linkage

### **Q. What if the barcode scanner stopped working (i.e., the lights from the barcode scanner no longer flash when trying to scan)?**

A. Type in the article number from the scanner's barcode screen and follow the prompt to complete the transaction, then notify the incident to your supervisor/manager/postmaster.

### **Q. Is this PS Form 3849 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 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). If the MDD is not available a signature on the PS Form 3849 will be required.

**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 is for 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.

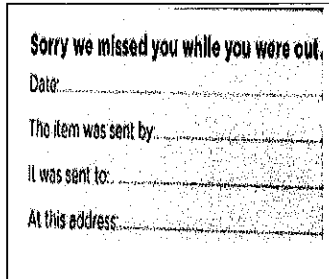
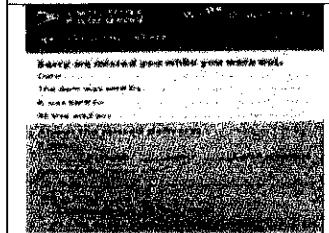
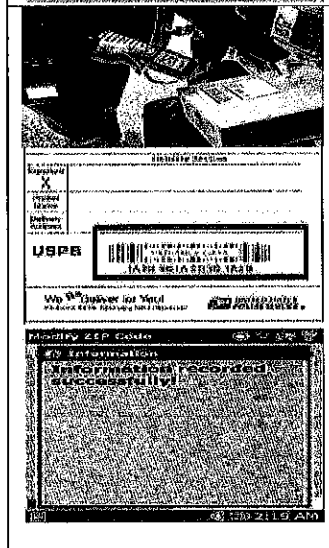
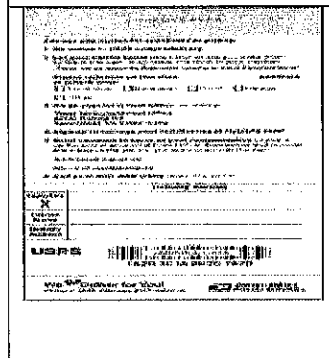
**Q. Do all PS Form 3849 have barcodes?**

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

**Handling of the Form  
3849**

**Failed First Attempt**

**Redelivery**

	Important Steps	Key Points	Reasons for Key Points
	<p>1. For articles requiring signature, write the delivery address in the "At this address" line</p>	<ul style="list-style-type: none"> <li>This is the only portion of the form that should be completed in the office</li> <li>Place PS Form 3849 in the proper address separation case</li> <li>Serves as a reminder that there is an article requiring a signature at this address</li> </ul>	<ul style="list-style-type: none"> <li>Prevents the carrier from having to back track for an item requiring a signature</li> </ul>
	<p>2. When you cannot obtain a signature on the mailpiece, a PS Form 3849 must be left for the customer</p>	<ul style="list-style-type: none"> <li>You should attempt delivery at the door and then begin completing the remainder of the front side of the form to inform the customer of the type of mailpiece(s), date, availability for pickup, and why we could not deliver their item</li> </ul>	<ul style="list-style-type: none"> <li>Provides specific about the mailpiece(s) as well as how long item will be available</li> </ul>
	<p>3. Linking the mailpiece to the PS Form 3849</p>	<ul style="list-style-type: none"> <li>Scan the barcode(s) on the mailpiece(s)</li> <li>Select ATTEMPTED</li> <li>Press Enter on the scanner</li> <li>Select an Event</li> <li>Scan the barcode on the back of the PS Form 3849</li> <li>Press enter, this will link the mailpiece(s) to the PS Form 3849</li> <li>MDD displays: Information Recorded Successfully!</li> <li>Leave notice in the mailbox or on customer's front door</li> </ul>	<ul style="list-style-type: none"> <li>No longer need to write the article number(s) on the PS Form 3849</li> <li>Links the mailpieces(s) to the PS Form 3849 for easy retrieval upon pickup</li> <li>Provides the customer visibility to the mailpiece(s) when they scan the QR Code on the front of the PS Form 3849</li> <li>MDD confirms that you have completed the process properly</li> </ul>
	<p>4. Customer requesting redelivery of a left notice mailpiece(s) by leaving the notice in their mailbox</p>	<ul style="list-style-type: none"> <li>Pickup the PS Form 3849 from the customers mailbox</li> <li>Return the form to the accountable clerk</li> <li>Redeliver the item(s) on the day specified</li> <li>Leave the item(s) at the location specified by the customer</li> <li>Follow the normal delivery procedure when the delivery is made (scanning the barcode)</li> </ul>	<ul style="list-style-type: none"> <li>Allow customers the convenience of having the mailpiece(s) redelivered on the date requested</li> </ul>

## Delivery Service Talk

### Redesigned PS Form 3849, *We ReDeliver for You!*

After extensive research, the Postal Service has redesigned the PS Form 3849, more commonly known as a Notice Left Form, and also the most used form. Improved technology, along with ever-changing customer needs made the changes necessary. It is now easier to use the new customer friendly form. In addition, it has a new name: **PS Form 3849, We ReDeliver for You!**

While the old form served its purpose in the past, you will be pleased with the redesign. Revisions to the form allow us to provide more accurate and clear information to our customers regarding their attempted delivery and we now provide six options to receive their item.

Along with this service talk, a poster will be placed in the office to serve as a reference for answering questions on how to complete the new PS Form 3849. The poster should be displayed near the registry cage.

#### **Key features of the redesigned PS Form 3849 include:**

1. More user friendly for our employees;
2. Easier for our customers to understand;
3. Simplified language to provide customers with the status of their mailpiece and how they can retrieve it;
4. Vertical orientation;
5. A Quick Response (QR) Code on the front of the form will direct the customers to a simplified mobile redelivery page to schedule redelivery;
6. A barcode on the back of the form for our employees to link the mailpiece to the form. It will no longer be necessary to write the article number on the form; and
7. The form is self-adhesive for convenient placement on the customer's door.



## Retail Service Talk

### Redesigned PS Form 3849 – *We ReDeliver for You!*

After extensive research, the Postal Service has redesigned the PS Form 3849 and the new form will be implemented in the Northeast and Pacific areas October 2017.

This new form streamlines the process for leaving a Delivery notice, provides more accurate and clear information, and enhances the overall customer experience. Included in the changes to the form is a new name, PS Form 3849, *We ReDeliver for You!*

The new form provides customers with the current status of their mailpiece and what options are available for redelivery or pickup of their item. It also leverages technology thereby eliminating 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 size 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 are limited to three options: Postage Due, Customs, and Collect on Delivery (COD).
- There is a barcode on the back of the form for employees to link the mailpiece(s) to the form. No need to handwrite the article number on the form.
- It's self-adhesive for convenient placement of the form in a PO Box or on the customer's door.

#### Impact to Retail?

- Human readable/type written 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 RSS and mPOS at the front window to scan the barcode on PS Form 3849.

#### Customer Benefits?

- Customers can track the attempted package and schedule a request to have the package redelivered by simply scanning the Quick Response (QR) Code with their mobile device or by entering the barcode number on the form at [www.usps.com](http://www.usps.com).

# Revised PS Form 3849 We <sup>Re</sup> Deliver for You!

## Instructions for Carrier:

- Ⓐ Write today's date.
- Ⓑ Write sender's or company's name.
- Ⓒ Write the name of the person receiving the item.
- Ⓓ Write the address where the delivery was attempted.
- Ⓔ Check the type of mail. If more than one item, write the number of items attempted by type of mail.
- Ⓕ Write available pickup date.
- Ⓖ Check attempted delivery status.
- Ⓗ Write the date when the item will be returned to the sender (Clerk).
- Ⓘ Carrier scans the barcode referenced in letter ⑩ 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.
- Ⓚ Carrier scans the barcode referenced in letter ⑩ to link the attempted mailpiece(s). When the customer goes to *USPS.com* they can schedule redelivery or track their item(s).
- Ⓛ If applicable, write down the exact postage amount due or check one of the reasons why the item was not delivered.
- Ⓜ Check "other" if the item doesn't apply to the list above.

## Instructions for Customer:

- Ⓜ Customer can go to *USPS.com/redelivery* via mobile or desktop to schedule redelivery.
- Ⓛ Customer can leave the form in the mailbox to have the items redelivered. (Not an option for Restricted Delivery or Adult Signature items).
- Ⓚ Customer writes the requested item redelivery date and checks one of the preferred listed locations to leave the item.
- Ⓗ Post Office's name and address where their item can be picked up.
- Ⓖ The customer can open an *Informedelivery.com* account to manage redeliveries and other services.
- Ⓘ If the customer wants to send his or her representative to pickup the item, they must sign and provide the name of their representative.
- Ⓛ Contact the Enterprise Customer Care Center at 800-ASK-USPS (800-275-8777) to schedule redelivery.
- Ⓗ The customer may have to complete the Delivery Section if required.
- Ⓚ Customer can use barcode number to track attempted delivery

Front of Form

UNITED STATES POSTAL SERVICE We <sup>Re</sup> Deliver for You!

Download Informed Delivery™ APP to manage your redeliveries.

**Sorry we missed you while you were out.**

Ⓐ Date: \_\_\_\_\_

Ⓑ The item was sent by: \_\_\_\_\_

Ⓒ It was sent to: \_\_\_\_\_

Ⓓ At this address: \_\_\_\_\_

**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.**

⑩ 1A2B 3C1A 2B3C 1A2B

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

It requires a payment of \$\_\_\_\_\_ for:

Ⓛ  Postage due  Customs

Receptacle full/Item oversized

No secure location available

No authorized recipient available

Signature required (Adult Signature items-must be 21+ years old)

Ⓜ  Other: \_\_\_\_\_

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

Back of Form

**Choose one option for redelivery or pickup.**

Ⓜ 1. Go online to *USPS.com/redelivery*

Ⓛ 2. Let your carrier know when and where you'd like them to leave this 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: \_\_\_\_\_

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

Jane Doe  
123 Any Street  
Any City, Any State, USA 00000

Ⓗ 4. Sign up to manage your redeliveries at \_\_\_\_\_

Ⓗ 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 pickup the item.


Addressee signature: \_\_\_\_\_

Name of representative: \_\_\_\_\_

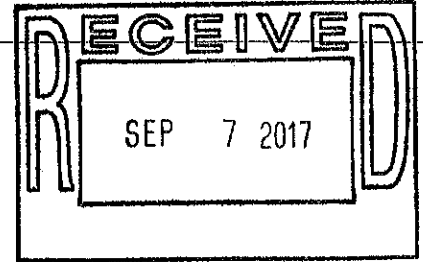
Ⓛ 6. Call us at 800-ASK-USPS (800-275-8777).

**Delivery Section**

Signature	X
Printed Name	_____
Delivery Address	_____

**USPS** ⑩  VARIABLE DATA  
1A2B 3C1A 2B3C 1A2B

We <sup>Re</sup> Deliver for You! UNITED STATES



September 1, 2017

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

Dear Brian:

As a matter of general interest, the Postal Service intends to pilot test a smartphone application called *LiveSafe*. The application is a mobile safety communications platform that enables users to "do something when they see something." The *LiveSafe* application will be made available to employees in the Baltimore, Capital, and Northern Virginia Districts and our headquarters building at 475 L'Enfant Plaza in the District of Columbia.

*LiveSafe* is intended to serve as a means to promote two-way communication between management officials who serve as members of security and facilities teams. Also, it permits users to send text messages, photos and videos and precise location information to report incidents such as routine maintenance concerns and any suspicious activity and/or safety threats.

Through the *LiveSafe* smartphone application employees will be able to:

- Submit tips related to safety concerns regarding matters such things as dangerous dogs, other workplace hazards, unsafe road conditions or crimes
- Attach and forward photo, video or audio files
- Find nearby public health and safety locations through *Safety Map*
- Request help in an emergency by quickly accessing emergency numbers
- Access various safety-related resources

The pilot test will be conducted for sixty days beginning mid-September. Participation is voluntary.

We have enclosed a copy of the *LiveSafe* Safety Talk.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosure

# Safety Talk



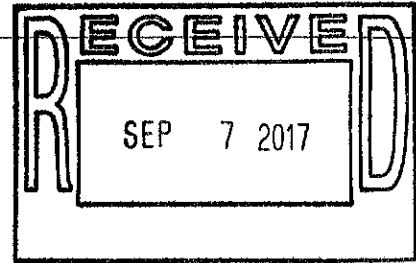
## LiveSafe

The USPS is announcing a pilot of the LiveSafe application in the Capital, Baltimore and Northern Virginia Districts of the Capital Metro Area. LiveSafe is the world's leading mobile safety communications platform and enables users to do something when they see something. Used by major corporations and educational institutions to help keep employees and students safe, the LiveSafe platform focuses on providing actionable crowdsourced intelligence gathering for security and maintenance officials. LiveSafe enables two-way, real-time interaction between individuals and security and facilities teams. The convenience of using a smartphone to ask for help is a game-changing way to open up communication on safety and security-related concerns. Users can send text, photos, videos and precise location information to report incidents ranging from routine maintenance needs to suspicious activity to safety threats.

Through a smartphone app that you can download, you can:

- Submit tips related to safety concerns. Attach a photo, video or audio file. You can even do it anonymously. The tips can cover such things as workplace hazards, dangerous dogs, road conditions, or crimes.
- Know what's around you by using a Safety Map to see pertinent safety locations and nearby incidents.
- Request help in an emergency by quickly accessing emergency numbers. By accessing your location, response time is much faster.
- Access resources such as emergency procedures, safety resources and much more.

Download LiveSafe from the App Store or Google Play. Register and fill out your profile. Select "United States Postal Service" and start using this exciting new application. Participation is completely voluntary, but you are encouraged to give it a try.



August 30, 2017

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

Dear Brian:

As a matter of general interest, in an effort to reduce the need for pay adjustments, the Postal Service is developing a program that will provide employees whose workhours are recorded in the Time and Attendance Collection System (TACS) with near real-time access to workhour data. The program under development is currently titled, "Virtual Timecard."

To assist in determining whether the program will assist in reducing pay adjustments, we will hold several small focus groups with employees. Participation in these focus groups will be voluntary.

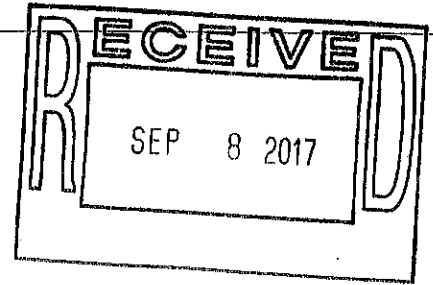
Participants and sites for the focus groups have not been finalized.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs



August 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 plans to revise the Employee and Labor Relations Manual (ELM) Section 821.123, *Postal Systems for Accident Reporting*.

This revision provides clarification to the accident reporting requirements to ensure all accidents are reported correctly in Employee Health and Safety (EHS).

We have enclosed a final draft of the revised ELM, Section 821.123, *Postal Systems for Accident Reporting*, 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 Policies and Programs

Enclosures

Update to section 821.123 Postal System for Accident Reporting, ELM 42 *The Employee and Labor Relations Manual*

821.123 Postal System for Accident Reporting

An accident report must be entered into EHS by the supervisor when any one of the following occurs:

- a. *Injury or illness of a Postal Service employee.* The appropriate OSHA recordable indicator and Postal Service reportable status are automatically identified in the EHS system, which uses OSHA recordkeeping guidelines to determine OSHA recordability, and follows guidelines for Postal Service requirements.
- b. *Death of a Postal Service employee on Postal Service premises or on the job.* U.S. Department of Labor Form CA-5, *Claim for Compensation by Widow, Widower, and/or Children*, or CA-6, *Official Superior's Report of Employee's Death*, is generated from EHS and submitted to the Office of Workers' Compensation Programs (OWCP).
- c. *Injury or fatality to a non-Postal Service person on Postal Service premises.* Unless a contractor is involved, this is not an OSHA-recordable event (see OSHA Parts 1904.25, 1904.39-41, and 1904.43-44).
- d. *Motor vehicle accident that results in death, injury, or property damage,* regardless of cost, who was injured (if anyone), or what property was damaged.
- e. *Damage to Postal Service property or to property of customers or the general public,* regardless of whether an injury was involved.
- f. *Fire damage to Postal Service property.*

August 2017

Update to section 821.123 Postal System for Accident Reporting, ELM 42 *The Employee and Labor Relations Manual*

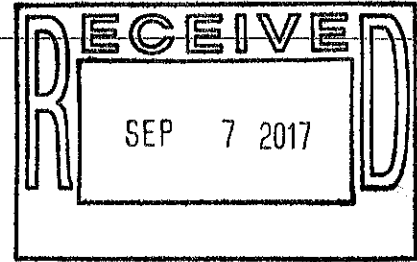
821.123 Postal System for Accident Reporting

An accident report must be entered into EHS by the supervisor when any one of the following occurs:

- a. *Injury or illness of a Postal Service employee.* The appropriate OSHA recordable indicator and Postal Service reportable status are automatically identified in the EHS system, which uses OSHA recordkeeping guidelines to determine OSHA recordability, and follows guidelines for Postal Service requirements.
- b. *Death of a Postal Service employee on Postal Service premises or on the job.* U.S. Department of Labor Form CA-5, *Claim for Compensation by Widow, Widower, and/or Children*, or CA-6, *Official Superior's Report of Employee's Death*, is generated from EHS and submitted to the Office of Workers' Compensation Programs (OWCP).
- c. *Injury or fatality to a non-Postal Service person on Postal Service premises.* Unless a contractor is involved, this is not an OSHA-recordable event (see OSHA Parts 1904.25, 1904.39-41, and 1904.43-44).
- d. *Motor vehicle accident that results in death, injury, or property damage*, regardless of cost, who was injured (if anyone), or what property was damaged.
- e. *Damage of \$500 or more to Postal Service property or to property of customers or the general public*, regardless of whether an injury was involved.
- f. *Fire damage of \$100 or more to Postal Service property.*

August 2017





August 25, 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 revise the Inspection Service Manual (ISM), Section 3-6.4 *Ballistic Armor Policy*.

The purpose of the revisions is to clarify the minimum standards for all types of ballistic armor; outline discretionary, mandatory, and directed use of the equipment; add training and accountability requirements, and add a new section incorporating ballistic helmets.

We have enclosed:

- Copies of the proposed Position Description and Qualifications Standards, one with and one without changes identified
- A copy of a narrative explanation of the purpose and effect of the proposed changes

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

Sincerely,

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

6- Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

### **3-6.2.54 Ballistic Armor Policy**

#### **3-6.4.1 Fitted Body Armor Policy; Ballistic Shields**

~~Trained Postal Inspectors and Postal Police Officers (PPOs) may use Ballistic Shields with equal or higher ballistic protection levels of body armor (National Institute of Justice 0108.01). The National Institute of Justice is the research, development and evaluation agency of the U.S. Department of Justice.~~

~~The decision to use a Ballistic Shield is the result of assessing the potential for serious bodily injury on a situation-by-situation basis by the trained Inspectors or PPOs and should be a consideration in all arrest/search operations plans.~~

- ~~a. A review of the correct usage of Ballistic Shields shall be part of every~~
- ~~b. Inspector's annual Threat Management training.~~
- ~~c. The National Threat Management Coordinator will be responsible for replacing damaged or aged Ballistic Shields.~~

### **3-6.4 Body Armor Policy**

#### **3-6.4.1 Issuance**

##### **Postal inspectors and PPOs 3-6.4.1.1 Issuance**

~~Postal Inspectors, Postal Police Managers and Postal Police Officers will be issued fitted body armor. All issued body armor must comply with the current National Institute of Justice (NIJ) performance standards described in NIJ Standard 0101.04, Ballistic Resistance of Police Body Armor. Body armor must be at least Type IIIA classification. Additionally, with full wrap-around upper torso coverage is recommended and will normally. Alternate tactical body armor may be issued with the approval of the appropriate PCES manager.~~

~~Postal inspectors and PPOs, with the approval of their INC or PCES manager, may be issued secondary tactical body armor with higher ballistic protection levels. Issued body armor is part of postal inspectors' and PPOs' shall be listed on the accountable property and remains record of Postal Inspectors, Postal Police Managers and Postal Police Officers and shall remain with the individual upon transfer of assignment, domicile or division.~~

#### **3-6.4.2 Replacement of Body Armor**

~~Body armor will be replaced when the ballistic panel is damaged or when its age exceeds the manufacturer's stated warranty for ballistic resistive integrity. The INC will be responsible for replacing damaged or aged body armor. Divisions will maintain records to account for replacement needs. The NTMC will provide divisions with instructions on the disposal of outdated body armor.~~

### **3-6.4.31.2 Use of Body Armor by Postal Inspectors**

~~The decision to wear~~Generally, the use of body armor is at the discretion of the individual postal inspector. This decision is the result of assessing~~Postal Inspector. Postal Inspectors should assess the potential for serious bodily injury on a situation-by-situation basis. Inspectors in charge, assistant inspectors~~Charge, Assistant Inspectors in charge~~Charge or team leaders~~Team Leaders can direct the ~~use~~usage of body armor in any situation.

~~Postal inspectors will~~Inspectors shall wear body armor at least once each year during a stress course or similar shooting course. ~~Body~~The use of body armor worn during other threat management training courses will be at the discretion of the course instructor.

### **3-6.4.41.3 Use of Body Armor by Postal Police Officers and Managers**

~~All bargaining unit PPOs are required to wear employer furnished~~The use of body armor while on duty. Exemptions may be approved by the Manager,~~is required for all Postal Police Supervisors and managers are required to wear employer furnished body armor~~Officers and Managers while on duty and in uniform. Exemptions may be approved ~~by~~at the ~~INC Security Force managers~~discretion of the appropriate manager and will follow the same body armor guidelines for postal inspectors when wearing authorized business attire. PPOs, including supervisors, must be considered on a case-by-case basis.

Postal Police Officers and Managers shall wear their issued body armor during firearms qualifications. The use of body armor during other threat management training courses will be at the discretion of the course instructor.

### **3-6.4.1.4 Replacement of Body Armor**

Replacement and disposal of body armor will be coordinated by the National Threat Management Coordinator and National Headquarters. Divisions will maintain records to account for body armor replacement needs.

## **3-6.4.2 Ballistic Shields**

### **3-6.4.2.1 Use of Ballistic Shields**

Postal Inspectors, Postal Police Managers, and Postal Police Officers, who have received the appropriate training, may use ballistic shields with equal or higher ballistic protection levels of body armor (National Institute of Justice 0108.01). The correct usage of Ballistic Shields will be reviewed annually during Threat Management training.

Generally, the use of a ballistic shield is at the discretion of the individual Postal Inspector, Postal Police Manager or Postal Police Officer. The potential for serious bodily injury should be assessed on a situation-by-situation basis when determining whether to use a ballistic shield.

Inspectors in Charge, Assistant Inspectors in Charge, Team Leaders or Postal Police Managers may direct the usage of a ballistic shield in any situation.

#### **3-6.4.2.2 Replacement of Ballistic Shields**

Replacement and disposal of ballistic shields will be coordinated by the National Threat Management Coordinator and National Headquarters. Divisions will maintain records to account for ballistic shield replacement needs.

### **3-6.4.3 Ballistic Helmets**

#### **3-6.4.3.1 Use of Ballistic Helmets**

Postal Inspectors, Postal Police Managers, and Postal Police Officers, who have received the appropriate training, may use ballistic helmets with equal or higher ballistic protection levels of body armor (National Institute of Justice 0108.01). The correct usage of a ballistic helmet will be reviewed annually during Threat Management training.

Generally, the use of a ballistic helmet is at the discretion of the individual Postal Inspector, Postal Police Manager, or Postal Police Officer. The potential for serious bodily injury should be assessed on a situation-by-situation basis when determining whether to use a ballistic helmet. Inspectors in Charge, Assistant Inspectors in Charge, Team Leaders or Postal Police Managers may direct the usage of a ballistic helmet in any situation.

Issued ballistic helmets shall be listed on the accountable property record of Postal Inspectors, Postal Police Managers and Postal Police Officers and shall remain with the individual upon transfer of assignment, domicile or division.

#### **3-6.4.3.2 Replacement of Ballistic Helmets**

Replacement and disposal of ballistic helmets will be coordinated by the National Threat Management Coordinator and National Headquarters. Divisions will maintain records to account for ballistic helmet replacement needs.

**Proposed ISM Ballistic Armor Policy to include: Body Armor, Ballistic Shields and Ballistic Helmet**

**3-6.4 Ballistic Armor Policy**

**3-6.4.1 Fitted Body Armor**

**3-6.4.1.1 Issuance**

Postal Inspectors, Postal Police Managers and Postal Police Officers will be issued fitted body armor. All issued body armor must comply with the current National Institute of Justice (NIJ) performance standards described in NIJ Standard 0101.04, Ballistic Resistance of Police Body Armor. Body armor must be at least Type IIIA classification with full wrap-around upper torso coverage. Alternate tactical body armor may be issued with the approval of the appropriate PCES manager.

Issued body armor shall be listed on the accountable property record of Postal Inspectors, Postal Police Managers and Postal Police Officers and shall remain with the individual upon transfer of assignment, domicile or division.

**3-6.4.1.2 Use of Body Armor by Postal Inspectors**

Generally, the use of body armor is at the discretion of the individual Postal Inspector. Postal Inspectors should assess the potential for serious bodily injury on a situation-by-situation basis. Inspectors in Charge, Assistant Inspectors in Charge or Team Leaders can direct the usage of body armor in any situation.

Postal Inspectors shall wear body armor at least once each year during a stress course or similar shooting course. The use of body armor during other threat management training courses will be at the discretion of the course instructor.

**3-6.4.1.3 Use of Body Armor by Postal Police Officers and Managers**

The use of body armor is required for all Postal Police Officers and Managers while on duty and in uniform. Exemptions may be approved at the discretion of the appropriate manager and will be considered on a case-by-case basis.

Postal Police Officers and Managers shall wear their issued body armor during firearms qualifications. The use of body armor during other threat management training courses will be at the discretion of the course instructor.

**3-6.4.1.4 Replacement of Body Armor**

Replacement and disposal of body armor will be coordinated by the National Threat Management Coordinator and National Headquarters. Divisions will maintain records to account for body armor replacement needs.

**3-6.4.2 Ballistic Shields**

**3-6.4.2.1 Use of Ballistic Shields**

Postal Inspectors, Postal Police Managers, and Postal Police Officers, who have received the appropriate training, may use ballistic shields with equal or higher ballistic protection levels of body armor (National Institute of Justice 0108.01). The correct usage of Ballistic Shields will be reviewed annually during Threat Management training.

Generally, the use of a ballistic shield is at the discretion of the individual Postal Inspector, Postal Police Manager or Postal Police Officer. The potential for serious bodily injury should be assessed on a situation-by-situation basis when determining whether to use a ballistic shield. Inspectors in Charge, Assistant Inspectors in Charge, Team Leaders or Postal Police Managers may direct the usage of a ballistic shield in any situation.

#### **3-6.4.2.2 Replacement of Ballistic Shields**

Replacement and disposal of ballistic shields will be coordinated by the National Threat Management Coordinator and National Headquarters. Divisions will maintain records to account for ballistic shield replacement needs.

### **3-6.4.3 Ballistic Helmets**

#### **3-6.4.3.1 Use of Ballistic Helmets**

Postal Inspectors, Postal Police Managers, and Postal Police Officers, who have received the appropriate training, may use ballistic helmets with equal or higher ballistic protection levels of body armor (National Institute of Justice 0108.01). The correct usage of a ballistic helmet will be reviewed annually during Threat Management training.

Generally, the use of a ballistic helmet is at the discretion of the individual Postal Inspector, Postal Police Manager, or Postal Police Officer. The potential for serious bodily injury should be assessed on a situation-by-situation basis when determining whether to use a ballistic helmet. Inspectors in Charge, Assistant Inspectors in Charge, Team Leaders or Postal Police Managers may direct the usage of a ballistic helmet in any situation.

Issued ballistic helmets shall be listed on the accountable property record of Postal Inspectors, Postal Police Managers and Postal Police Officers and shall remain with the individual upon transfer of assignment, domicile or division.

#### **3-6.4.3.2 Replacement of Ballistic Helmets**

Replacement and disposal of ballistic helmets will be coordinated by the National Threat Management Coordinator and National Headquarters. Divisions will maintain records to account for ballistic helmet replacement needs.

## **Management Summary**

### **Ballistic Armor Update**

Date: July 28, 2017

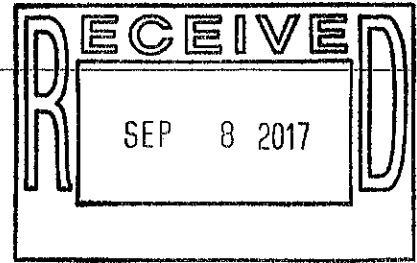
---

The enclosed documents represent updates, consolidations and renumbering of Inspection Service Manual sections dealing with Ballistic Shields and Body Armor. Additionally, a new section incorporates Ballistic Helmets and all of the armor regulations are placed under the heading of "Ballistic Armor." The language has been updated and made uniform throughout all three types of Ballistic Armor.

The Policy outlines the following:

- a) minimum standards for all types of ballistic armor
- b) discretionary, mandatory and directed use of equipment
- c) training and accountability requirements

LABOR RELATIONS



September 6, 2017

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

Dear Brian:

As a matter of general interest, the Postal Service is revising Administrative Support Manual, Section 272, *Personnel Security Clearances*.

The subject revisions establish the scope and requirements of Tier 3 (Secret) and Tier 5 (Top Secret) background investigations, including the investigation components and processing requirements for both. There are currently no bargaining unit employees whose position requires either a Tier 3 or Tier 5 background investigation.

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

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures



## **272.21 Top Secret Clearance for National Security Positions**

~~In conformity with the federal government's uniform standards and guidelines for government—wide security background investigations and Executive Order 12968, as amended, the United States Postal Inspection Service conducts or contracts Single Scope Background Investigations (SSBIs) and field investigations for the issuance of Top Secret clearances.~~

~~National security ASM 272 Tier 3 and Tier 5 Sections:~~

**Section 272.21 and its attendant subsections will be removed and the following entered:**

### **272.21 [This space reserved]**

## **272.24 Tier 3 (Access National Agency Check with Inquiries) Background Investigation**

### **272.241 General**

~~Tier 3 (currently known as ANACI) investigations are required for positions are positions that accessing Non-Critical Sensitive and Secret information and have the potential to cause for serious damage to the national security of the United States. The sensitivity of national security positions at the Postal Service is. Investigations conducted to this standard are for positions designated as Top Secret. These Postal Service positions require access non-critical sensitive, military accessions, and/or requiring eligibility for "L" access or access to Confidential or Secret information. This is the lowest level of investigation acceptable for access to classified information at the Top or assignment to a sensitive position. The level of clearance for these positions is Secret level. The subject's manager initiates the investigation.~~

### **272.242 Positions at Requiring Secret Clearance**

~~Positions requiring a security clearance include (a) any position in which the incumbent is required to have knowledge or access to information or material classified as Secret under Executive Order 12968, or (b) any other position identified by the Chief Inspector or his designee.~~

### **272.243 Tier 3 Investigation Components**

~~The Federal Investigative Standards (FIS) establish the Tier 3 investigation components, which and include the following checks:~~

- ~~a. Date and place of birth;~~
- ~~b. Citizenship or legal status;~~
- ~~c. The Office of Personnel Management's Security/Suitability Investigations Index (SII);~~
- ~~d. Department of Defense Clearance and Investigations Index (DCII);~~
- ~~e. Federal Bureau of Investigation investigative and local law-enforcement agency criminal-history checks (including fingerprint and name checks);~~
- ~~f. Prior and current investigative records in Department of Defense (DOD), Office of Personnel Management (OPM), and Intelligence Community (IC) databases;~~
- ~~g. Social Security number verification;~~

- h. Terrorist and subversive activities, researched through the National Crime Information Center (NCIC) wants/warrants and related databases
- i. Selective Service registration;
- j. Military discharge;
- k. Criminal history in locations where the subject resided, worked and went to school within the past five years
- l. Education verification
- m. Employment history within the past five years
- n. Credit or financial history;
- o. Optional enhanced subject interview;
- p. Foreign activities; and
- q. Foreign-born immediate family.

Note: With regard to U.S. citizens who have not resided in the U.S. for the prior five years, to the extent practicable and warranted by the investigative findings, investigative standards should be met through use of the best sources and records located within the United States or located within U.S. facilities or installations overseas. Unfavorable information, discrepancies, information of security or suitability significance, or significant time period gaps might be cause for tailored international coverage.

### 272.244 Tier 3 Processing Requirements

The following items are required for Tier 3 processing:

- PS Form 2013, Request for Background Investigation;
- e-Qip version of SF 86, Questionnaire for National Security Positions;
- Two SF 87 Fingerprint Cards or Postal Service-approved Livescan prints (if available);
- PS 2181, Authorization and Release (Postal Service employee);
- PS Form 2181-D, Disclosure and Authorization for Consumer Reports and Investigative Consumer Reports;
- Proof of citizenship or legal status; and
- Negative drug screen per the following:

All contractors working for the Postal Service and all career and non-career employees who work for the Postal Inspection Service or the Office of Inspector General must pass a five-panel drug-screening test for the following:

- Cocaine;
- Marijuana;
- Amphetamine/methamphetamine;
- Opiates; and
- Phencyclidine (PCP).

The Substance Abuse and Mental Health Services Administration (SAMHSA) has identified these as the five most abused substances. The screening test must be performed by a SAMSHA-approved certified laboratory and must meet the cut-off levels established by SAMHSA. The certification must include the following:

- The name of the individual tested;
- The name of the institution or laboratory that performed the test;

- The name of the agency that certified the laboratory;
- The date of the test, which must be within 90 days of the submission of the results; and
- The negative results of the test.

Career and non-career employees, except those who work for the Postal Inspection Service or the Office of Inspector General, are drug screened per postal Human Resources (HR) requirements at the time of hiring. See Handbook EL-312, *Employment and Placement*.

### **272.245 Tier 3 Reinvestigations**

After the initial clearance is granted, a Tier 3 reinvestigation is required every five years. The SISC initiates all Tier 3 reinvestigations by notifying the requesting manager that a reinvestigation is due. The requesting manager is responsible for ensuring the proper and timely completion and submission of the required forms. The same forms required for an initial investigation (Section 272.244) are required for a five-year reinvestigation (excluding proof of citizenship and drug screening results).

Upon favorable adjudication of the initial investigation or reinvestigation, the Chief Postal Inspector or designee grants the Secret clearance. An e-mail is sent to the requesting manager along with ~~Top Secret clearance~~ a copy of the completed Certificate of Investigation (if available) for inclusion in the individual's electronic Official Personnel Folder (eOPF).

### **272.25 Tier 5 (Single Scope) Background Investigation**

#### **272.251 General**

Tier 5 (currently known as SSBI) investigations are required for positions accessing to classified material and having the potential for exceptionally grave damage to national security. The level of clearance for these Tier 5 positions is Top Secret.

~~Candidates applying for national security positions must complete the current version of e-QIP Standard Form (SF) 86, Questionnaire for National Security Positions.~~

#### **272.211 Single Scope Background Investigations for Top Secret Clearance**

~~National Security positions require access to Top Secret classified material and have the potential for exceptionally grave damage to national security. The level of clearance for national security positions is an SSBI.~~

#### **272.252 Positions ~~requiring~~ Requiring Top Secret Clearance**

Positions requiring Top Secret clearances may include, but are not limited to, the following:

- a. The inspector general, the ~~postmaster~~ Postmaster general, the deputy postmaster general, the chief operating officer, the general counsel, the chief postal inspector, the associate general counsel and chief ethics officer, the consumer advocate, the judicial officer, ~~presidents,~~ and vice presidents.

- b. ~~b.~~ The deputy general counsels, managing counsels, and chief counsels;
- c. ~~c.~~ Designated employees of the Postal Inspection Service;
- d. ~~d.~~ Designated employees of the OIG; and
- e. ~~e.~~ Any other position in which the incumbent is required to have knowledge of and access to information or material classified Top Secret under Executive Order 12968, Classified National Security Information, dated ~~April 20~~ August 4, 1995, and successive orders, and White House Memorandum dated December 29, 2005, entitled Adjudicative Guidelines for Determining Eligibility for Access to Classified Information.

Requests for Top Secret clearances for any positions not listed in items a through e above require the approval of the Inspector in Charge of the Security ~~and Crime Prevention Group, Inspection Service Headquarters.~~

### 272.24253 Tier 5 Investigation Components

Tier 5 investigation components are established by Executive Order 12968, as amended, and the FIS, pursuant to Executive Order 13467. Tier 5 components include the Tier 3 checks listed in 272.243, as well as the following:

- a. ~~Spouse or cohabitant;~~
- b. Public records;
- c. Credit or Financial history including Federal Crimes Enforcement Network (FinCEN);
- d. Enhanced employment checks;
- e. Former spouse;
- f. Social references; and
- g. Enhanced Subject Interview (ESI).

### 272.254 Tier 5 Processing Requirements for Single Scope Background Investigations

The following forms and documents must be completed for initiation of a Top items are required for Tier 5 processing:

Secret clearance:

- a. ~~PS Form, 2013 Security Clearance Processing, Request (to be completed by the manager of the individual to be cleared with justification for the Top Secret clearance level).~~ Background Investigation;
  - ~~b.~~ e-QIPQip version of SF 86, Questionnaire for National Security Positions;
  - ~~c.~~ Two SF-87, Fingerprint Chart Cards or Postal Service-approved Livescan prints (if available);
  - ~~d.~~ PS Form 2181, Authorization and Release. (Postal Service employee);
  - ~~e.~~ PS Form 2181-D, Disclosure and Release Authorization for Consumer Reports; and Investigative Consumer Reports;
  - f. Certified U. S. birth certificate or U.S. passport.
    - g. Proof of citizenship or legal status; and
- Negative drug screen result dated within last 90 days.

The manager initiates the investigation by submitting the completed documents, excluding the e-QIP SF 86, to the Postal Inspection Service Security Investigations Service Center (SISC). Upon receipt of these documents, the SISC provides instructions for completion of the e-QIP SF 86. The requesting manager is responsible for ensuring proper and timely completion and submission of the required documents.

#### **272.243 Granting a Top Secret Clearance per**

Upon favorable adjudication of the security clearance investigative process, the Chief Postal Inspector or designee grants the requested security clearance. An email is sent to the requesting manager along with a copy of the completed Certificate of Investigation for inclusion in the individual's electronic official personnel folder (eOPF). Final personnel processing for appointment or assignment to the position may then be initiated. The security clearance granted is subject to periodic reinvestigation (see 272.214).

- 272.214147.

#### **272.255 Tier 5 Reinvestigations of Single Scope Background Investigations**

Top Secret periodic Tier 5 reinvestigations must be conducted are required at least once every five years after the granting initial investigation, or more frequently in accordance with FIS requirements. Upon receipt of notification that the previous clearance. The SISC initiates all Top Secret periodic reinvestigations. The requesting manager reinvestigation is responsible for ensuring proper and timely completion and submission of due, the required same forms:

Reinvestigation is initiated upon submission of required for the following forms initial investigation (excluding proof of citizenship and drug screening results) must be completed and promptly submitted to the SISC: Postal Inspection Service (see 272.264).

- a. PS Form 2013, Security Clearance Processing Request. The individual's manager completes this form and justifies the continued need for the Top Secret Clearance.
- b. e-QIP version of SF 86, Questionnaire for National Security Positions.
- c. PS Form 2184, Authorization and Release.

Upon favorable adjudication of the initial investigation or reinvestigation, the Chief Postal Inspector or designee grants the requested security Top Secret clearance. An email is sent to the requesting manager along with a copy of the completed Certificate of Investigation for inclusion in the individual's eOPF.

#### **272.245 Denial-26 Continuous Evaluation Investigations**

Continuous Evaluation (CE) is defined as "Review of the background of an individual at any time during the period of eligibility to determine whether that individual continues to meet the requirements for eligibility." (FIS 2.2) Pursuant to guidance provided by the Director of National Intelligence (DNI) as the Security Executive Agent, individuals may be reevaluated on a random or continuous basis between investigative cycles. CE investigations will be initiated on no less than 5% of the of the Top Secret and Secret population only.

The following seven categories of data will be collected from various classified and unclassified databases on each individual enrolled in CE:

1. Eligibility – Check of CVS, JPAS, Scattered Castles;
2. Terrorism – Check of NCIC and TIDE;
3. Foreign Travel – Check of DHS databases;
4. Suspicious Financial Activity – Check of FinCEN;
5. Criminal Activity – Ongoing checks of Rap Back and NCIC;
6. Credit – Credit bureau reports; and
7. Commercial – Public record checks for civil judgments, liens, bankruptcies, etc.

The checks will be conducted on a frequency schedule established by the DNI.

### 272.27 Evaluation Criteria for Top Secret Clearance National Security Adjudicative Decisions

DenialThe adjudication of Tier 3 and Tier 5 national-security background investigations includes the criteria for a Top Secret clearance is outlined in Executive Order 12968 and, as amended, and White House Memorandum dated December 29, 2005 entitled Adjudicative Guidelines dated January 1997. The ultimate determination of whether for Determining Eligibility for Access to Classified Information. The Chief Postal Inspector or designee determines whether or not to grant or continue eligibility for a Secret or Top Secret security clearance is adjudicated by the SISC based upon careful consideration of the following guidelines:

- a. a. The adjudicative process is an examination of a sufficient period of a person's life to make an affirmative determination that the person is eligible for a security clearance. The individual must meet these personnel-security guidelines to be eligible for access to classified information. The adjudicative process is the careful weighing of a number of variables known as the whole-person concept. The adjudicator should consider available, reliable information about the person, past and present, favorable and unfavorable, in reaching a determination. In evaluating the relevance of an individual's conduct, the adjudicator should consider the following factors:
  1. The nature, extent, and seriousness of the conduct;
  2. The circumstances surrounding the conduct, to include knowledgeable participation;
  3. The frequency and recency of the conduct;
  4. The individual's age and maturity at the time of the conduct;
  5. The voluntariness of participation;
  6. The presence or absence of rehabilitation and other pertinent behavioral changes;
  7. The motivation for the conduct;
  8. The potential for pressure, coercion, exploitation, or duress; and
  9. The likelihood of continuation of recurrence.
- b. The Chief Postal Inspector or designee must judge each case on its own merits, and the final determination remains the responsibility of the Postal Inspection Service. Any doubt as to whether an individual should be allowed access to classified information will be resolved in favor of national security.

c. The determination of the granting of or continuing eligibility for a Top Secret clearance must be consistent with the interests of national security. The determination is based upon consideration of the following criteria, each of which is to be evaluated by the totality of the circumstances:

1. Guideline A: Allegiance to the United States;
2. b. Guideline B: Foreign influence;
3. e. Guideline C: Foreign preference;
4. d. Guideline D: Sexual behavior;
5. e. Guideline E: Personal conduct;
6. f. Guideline F: Financial considerations;
7. g. Guideline G: Alcohol consumption;
8. h. Guideline H: Drug involvement;
9. i. Guideline I: Emotional, mental, and personality disorders;
10. j. Guideline J: Criminal conduct;
11. k. Guideline K: Security violations;
12. l. Guideline L: Outside activities; and
13. m. Guideline M: Misuse of Information Technology Systems; information technology systems.

#### **272.331 Denial Reconsideration for National Security Clearances**

Pursuant to Executive Order 12968, Part 5, Section 5.2, individuals, their representatives, or both must have a reasonable opportunity to reply in writing to, and to request a review of, the determination made to revoke or deny a security clearance. An individual seeking reconsideration has the right to counsel or other representative at the individual's expense.

An individual may request any documents, records, and reports as described in Section 5.2(a)(2) of the Executive Order. An individual may request the entire investigative file, as described in Section 5.2(a)(3).

Written replies and requests for a review of documentation should be sent to the level-one appeal authority, who will be identified in the initial denial letter. The level-one appeal authority will issue a written decision either upholding or reversing the decision to deny access. If the denial is upheld, the individual may appeal the decision in writing, within 10 days, to a panel that will act as the level-two appeal authority.

The level-two appeal panel shall be appointed by the Chief Postal Inspector and must be composed of at least three members, two of whom will be from outside the security field. The appellant may appear personally and present relevant documents, materials, and information before the panel. The panel's decision must be in writing and is final. The review proceedings will be accomplished in accordance with the Executive Order 12968.

When the information and procedures contained in this section and section 272.282 *Evaluation Criteria for Adjudicative Decisions*, conflict with Executive Order 12968 or other applicable executive orders related to adjudication of security clearances, the executive orders will take precedence.

**Current Section 272.24 will be renumbered as follows:**

272.28 Risk Assessment Determines Clearance or Investigation Requirement

272.281 Clearance or Investigation Requirement in Qualification Standards

272.282 Employee Placement in a Position With a Higher Clearance or Investigation Requirement

272.283 Review and Processing of Clearance or Investigation Request

242.284 Granting a Suitability Determination (Background Investigation - High Risk or Moderate Risk)



**ASM 272 Tier 3 and Tier 5 Sections:**

**Section 272.21 and its attendant subsections will be removed and the following entered:**

**272.21 [This space reserved]**

**272.24 Tier 3 (Access National Agency Check with Inquiries) Background Investigation**

**272.241 General**

Tier 3 (currently known as ANACI) investigations are required for positions accessing Non-Critical Sensitive and Secret information and have the potential for serious damage to national security. Investigations conducted to this standard are for positions designated as non-critical sensitive, military accessions, and/or requiring eligibility for "L" access or access to Confidential or Secret information. This is the lowest level of investigation acceptable for access to classified information or assignment to a sensitive position. The level of clearance for these positions is Secret. The subject's manager initiates the investigation.

**272.242 Positions Requiring Secret Clearance**

Positions requiring a security clearance include (a) any position in which the incumbent is required to have knowledge or access to information or material classified as Secret under Executive Order 12968, or (b) any other position identified by the Chief Inspector or his designee.

**272.243 Tier 3 Investigation Components**

The Federal Investigative Standards (FIS) establish the Tier 3 investigation components, which and include the following checks:

- a. Date and place of birth;
- b. Citizenship or legal status;
- c. The Office of Personnel Management's Security/Suitability Investigations Index (SII);
- d. Department of Defense Clearance and Investigations Index (DCII);
- e. Federal Bureau of Investigation investigative and local law-enforcement agency criminal-history checks (including fingerprint and name checks);
- f. Prior and current investigative records in Department of Defense (DOD), Office of Personnel Management (OPM), and Intelligence Community (IC) databases;
- g. Social Security number verification;
- h. Terrorist and subversive activities, researched through the National Crime Information Center (NCIC) wants/warrants and related databases
- i. Selective Service registration;
- j. Military discharge;
- k. Criminal history in locations where the subject resided, worked and went to school within the past five years
- l. Education verification
- m. Employment history within the past five years
- n. Credit or financial history;

- o. Optional enhanced subject interview;
- p. Foreign activities; and
- q. Foreign-born immediate family.

**Note:** With regard to U.S. citizens who have not resided in the U.S. for the prior five years, to the extent practicable and warranted by the investigative findings, investigative standards should be met through use of the best sources and records located within the United States or located within U.S. facilities or installations overseas. Unfavorable information, discrepancies, information of security or suitability significance, or significant time period gaps might be cause for tailored international coverage.

### **272.244 Tier 3 Processing Requirements**

The following items are required for Tier 3 processing:

- PS Form 2013, *Request for Background Investigation*;
- e-Qip version of SF 86, *Questionnaire for National Security Positions*;
- Two SF 87 *Fingerprint Cards* or Postal Service-approved Livescan prints (if available);
- PS 2181, *Authorization and Release* (Postal Service employee);
- PS Form 2181-D, *Disclosure and Authorization for Consumer Reports and Investigative Consumer Reports*;
- Proof of citizenship or legal status; and
- Negative drug screen per the following:

All contractors working for the Postal Service and all career and non-career employees who work for the Postal Inspection Service or the Office of Inspector General must pass a five-panel drug-screening test for the following:

- Cocaine;
- Marijuana;
- Amphetamine/methamphetamine;
- Opiates; and
- Phencyclidine (PCP).

The Substance Abuse and Mental Health Services Administration (SAMHSA) has identified these as the five most abused substances. The screening test must be performed by a SAMSHA-approved certified laboratory and must meet the cut-off levels established by SAMHSA. The certification must include the following:

- The name of the individual tested;
- The name of the institution or laboratory that performed the test;
- The name of the agency that certified the laboratory;
- The date of the test, which must be within 90 days of the submission of the results; and
- The negative results of the test.

Career and non-career employees, except those who work for the Postal Inspection Service or the Office of Inspector General, are drug screened per postal Human Resources (HR) requirements at the time of hiring. See Handbook EL-312, *Employment and Placement*.

### **272.245 Tier 3 Reinvestigations**

After the initial clearance is granted, a Tier 3 reinvestigation is required every five years. The SISC initiates all Tier 3 reinvestigations by notifying the requesting manager that a reinvestigation is due. The requesting manager is responsible for ensuring the proper and timely completion and submission of the required forms. The same forms required for an initial investigation (Section 272.244) are required for a five-year reinvestigation (excluding proof of citizenship and drug screening results).

Upon favorable adjudication of the initial investigation or reinvestigation, the Chief Postal Inspector or designee grants the Secret clearance. An e-mail is sent to the requesting manager along with a copy of the completed Certificate of Investigation (if available) for inclusion in the individual's electronic Official Personnel Folder (eOPF).

### **272.25 Tier 5 (Single Scope) Background Investigation**

#### **272.251 General**

Tier 5 (currently known as SSBI) investigations are required for positions accessing to classified material and having the potential for exceptionally grave damage to national security. The level of clearance for these Tier 5 positions is Top Secret.

---

#### **272.252 Positions Requiring Top Secret Clearance**

Positions requiring Top Secret clearances include, but are not limited to, the following:

- a. The inspector general, the Postmaster general, the deputy postmaster general, the chief operating officer, the general counsel, the chief postal inspector, the associate general counsel and chief ethics officer, the consumer advocate, the judicial officer, and vice presidents;
- b. The deputy general counsels, managing counsels, and chief counsels;
- c. Designated employees of the Postal Inspection Service;
- d. Designated employees of the OIG; and
- e. Any other position in which the incumbent is required to have knowledge of and access to information or material classified Top Secret under Executive Order 12968, Classified National Security Information, dated August 4, 1995, and successive orders, and White House Memorandum dated December 29, 2005, entitled Adjudicative Guidelines for Determining Eligibility for Access to Classified Information.

Requests for Top Secret clearances for any positions not listed in items a through e above require the approval of the Inspector in Charge of the Security Group, Inspection Service Headquarters.

#### **272.253 Tier 5 Investigation Components**

Tier 5 investigation components are established by Executive Order 12968, as amended, and the FIS, pursuant to Executive Order 13467. Tier 5 components include the Tier 3 checks listed in 272.243, as well as the following:

- a. Spouse or cohabitant;
- b. Public records;
- c. Credit or Financial history including Federal Crimes Enforcement Network (FinCEN);
- d. Enhanced employment checks;
- e. Former spouse;
- f. Social references; and
- g. Enhanced Subject Interview (ESI).

#### **272.254 Tier 5 Processing Requirements**

The following items are required for Tier 5 processing:

- PS Form 2013, *Request for Background Investigation*;
- e-Qip version of SF 86, *Questionnaire for National Security Positions*;
- Two SF-87 *Fingerprint Cards* or Postal Service-approved Livescan prints (if available);
- PS Form 2181, *Authorization and Release* (Postal Service employee);
- PS Form 2181-D, *Disclosure and Authorization for Consumer Reports and Investigative Consumer Reports*;
- Proof of citizenship or legal status; and
- Negative drug screen per 272.147.

#### **272.255 Tier 5 Reinvestigations**

Tier 5 reinvestigations are required at least once every five years after the initial investigation, or more frequently in accordance with FIS requirements. Upon receipt of notification that the reinvestigation is due, the same forms required for the initial investigation (**excluding** proof of citizenship and drug screening results) must be completed and promptly submitted to the Postal Inspection Service (see 272.264).

Upon favorable adjudication of the initial investigation or reinvestigation, the Chief Postal Inspector or designee grants the Top Secret clearance. An e-mail is sent to the requesting manager along with a copy of the completed Certificate of Investigation for inclusion in the individual's eOPF.

#### **272.26 Continuous Evaluation Investigations**

Continuous Evaluation (CE) is defined as "Review of the background of an individual at any time during the period of eligibility to determine whether that individual continues to meet the requirements for eligibility." (FIS 2.2) Pursuant to guidance provided by the Director of National Intelligence (DNI) as the Security Executive Agent, individuals may be reevaluated on a random or continuous basis between investigative cycles. CE investigations will be initiated on no less than 5% of the of the Top Secret and Secret population only.

The following seven categories of data will be collected from various classified and unclassified databases on each individual enrolled in CE:

1. Eligibility – Check of CVS, JPAS, Scattered Castles;
2. Terrorism – Check of NCIC and TIDE;

3. Foreign Travel – Check of DHS databases;
4. Suspicious Financial Activity – Check of FinCEN;
5. Criminal Activity – Ongoing checks of Rap Back and NCIC;
6. Credit – Credit bureau reports; and
7. Commercial – Public record checks for civil judgments, liens, bankruptcies, etc.

The checks will be conducted on a frequency schedule established by the DNI.

### **272.27 Evaluation Criteria for National Security Adjudicative Decisions**

The adjudication of Tier 3 and Tier 5 national-security background investigations includes the criteria outlined in Executive Order 12968, as amended, and White House Memorandum dated December 29, 2005 entitled Adjudicative Guidelines for Determining Eligibility for Access to Classified Information. The Chief Postal Inspector or designee determines whether or not to grant or continue eligibility for Secret or Top Secret security clearance based upon careful consideration of the following:

- a. The adjudicative process is an examination of a sufficient period of a person's life to make an affirmative determination that the person is eligible for a security clearance. The individual must meet these personnel-security guidelines to be eligible for access to classified information. The adjudicative process is the careful weighing of a number of variables known as the whole-person concept. ~~The adjudicator should consider available, reliable information about the person, past and present, favorable and unfavorable, in reaching a determination. In evaluating the relevance of an individual's conduct, the adjudicator should consider the following factors:~~
  1. The nature, extent, and seriousness of the conduct;
  2. The circumstances surrounding the conduct, to include knowledgeable participation;
  3. The frequency and recency of the conduct;
  4. The individual's age and maturity at the time of the conduct;
  5. The voluntariness of participation;
  6. The presence or absence of rehabilitation and other pertinent behavioral changes;
  7. The motivation for the conduct;
  8. The potential for pressure, coercion, exploitation, or duress; and
  9. The likelihood of continuation of recurrence.
- b. The Chief Postal Inspector or designee must judge each case on its own merits, and the final determination remains the responsibility of the Postal Inspection Service. Any doubt as to whether an individual should be allowed access to classified information will be resolved in favor of national security.
- c. The determination of the granting of or continuing eligibility for a Top Secret clearance must be consistent with the interests of national security. The determination is based upon consideration of the following criteria, each of which is to be evaluated by the totality of the circumstances:
  1. Guideline A: Allegiance to the United States;

2. Guideline B: Foreign influence;
3. Guideline C: Foreign preference;
4. Guideline D: Sexual behavior;
5. Guideline E: Personal conduct;
6. Guideline F: Financial considerations;
7. Guideline G: Alcohol consumption;
8. Guideline H: Drug involvement;
9. Guideline I: Emotional, mental, and personality disorders;
10. Guideline J: Criminal conduct;
11. Guideline K: Security violations;
12. Guideline L: Outside activities; and
13. Guideline M: Misuse of information technology systems.

### **272.331 Denial Reconsideration for National Security Clearances**

Pursuant to Executive Order 12968, Part 5, Section 5.2, individuals, their representatives, or both must have a reasonable opportunity to reply in writing to, and to request a review of, the determination made to revoke or deny a security clearance. An individual seeking reconsideration has the right to counsel or other representative at the individual's expense.

An individual may request any documents, records, and reports as described in Section 5.2(a)(2) of the Executive Order. An individual may request the entire investigative file, ~~as described in Section 5.2(a)(3).~~

Written replies and requests for a review of documentation should be sent to the level-one appeal authority, who will be identified in the initial denial letter. The level-one appeal authority will issue a written decision either upholding or reversing the decision to deny access. If the denial is upheld, the individual may appeal the decision in writing, within 10 days, to a panel that will act as the level-two appeal authority.

The level-two appeal panel shall be appointed by the Chief Postal Inspector and must be composed of at least three members, two of whom will be from outside the security field. The appellant may appear personally and present relevant documents, materials, and information before the panel. The panel's decision must be in writing and is final. The review proceedings will be accomplished in accordance with the Executive Order 12968.

When the information and procedures contained in this section and section 272.282 *Evaluation Criteria for Adjudicative Decisions*, conflict with Executive Order 12968 or other applicable executive orders related to adjudication of security clearances, the executive orders will take precedence.

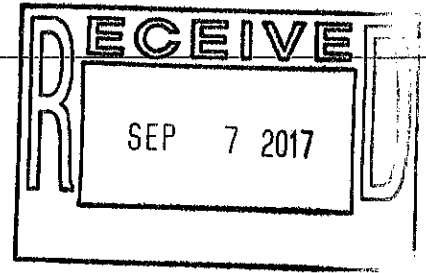
**Current Section 272.24 will be renumbered as follows:**

- |                |  |
|----------------|--|
| <b>272.28</b>  | <b>Risk Assessment Determines Clearance or Investigation Requirement</b>                     |
| <b>272.281</b> | <b>Clearance or Investigation Requirement in Qualification Standards</b>                     |
| <b>272.282</b> | <b>Employee Placement in a Position With a Higher Clearance or Investigation Requirement</b> |

**272.283 Review and Processing of Clearance or Investigation Request**

**242.284 Granting a Suitability Determination (Background Investigation - High Risk or Moderate Risk)**

---



September 1, 2017

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

Dear Brian:

As a matter of general interest, the Postal Service is revising Handbook EL-312, *Employment and Placement*, Section 584, *Employee Evaluation*.

The main purpose of the subject revisions is to add probationary period requirements for the Management Foundations Program to Handbook EL-312. Other revisions clarify current policy language.

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

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures



# 5 Suitability

## 58 Post Hire Suitability

---

\*\*\*\*

### 584 Employee Evaluation

#### 584.1 Significance of Probationary Period

The probationary period represents the final step in determining an employee's suitability, since only an actual trial on the job can be conclusive. Proper use of the probationary period is in the best interests of both the new employee and the Postal Service. During this period, the new employee receives orientation and whatever training the employee needs. Attentiveness to the new employee, both in training sessions and on the job, may ensure the satisfaction and efficiency of an employee who might otherwise be separated.

#### 584.2 Outlining Expectations

At the time the oath of office is administered, or during the new employee orientation session, new hires should become familiar with the probationary period and its purpose. The supervisor is responsible for constant informal evaluation throughout the probationary period. This involves close observation and analysis of the new employee's performance to determine both proficiencies and deficiencies. The supervisor consistently attempts by guidance, counsel, and training to assist the new employee to correct any deficiencies in either conduct or performance.

#### 584.3 Length of Probationary Periods

##### 584.31 Overview

This section outlines the probationary periods that are required for different kinds of employment:

##### 584.32 Career Appointment to Bargaining Position

An applicant selected for career appointment to a bargaining position must serve a probationary period of 90 calendar days. This applies not only to the first appointment, but also to any subsequent career appointment, reinstatement, or transfer to the Postal Service from another agency, regardless of whether the appointee had previously completed a probationary period.

##### 584.33 Career Appointment to Nonbargaining Position

An applicant selected for career appointment to a nonbargaining position must serve a probationary period of 1 year of continuous service in the Postal Service, or 1 year of combined service (federal and postal) without a break of a workday in positions in the same line of work.

An applicant hired as a Postal Inspector must serve a probationary period of 2 years.

**Exception:** The probationary period for a person with veterans' preference appointed as a Postal Inspector is 1 year.

##### 584.34 Position Change During Probationary Period

A career probationary employee who is promoted, demoted, or reassigned from one position to another during the probationary period, must complete the probationary period uninterrupted in the new position.

#### **584.35 Noncareer Appointment**

Noncareer employees do not serve probationary periods. However, periodic review of their performance and completion of a 90-day evaluation report are required. Unsatisfactory casual or temporary employees should be separated as soon as it becomes evident that they are unable to meet the requirements of their positions.

#### **584.36 Reinstatement**

Former federal and postal employees who are reinstated must serve new probationary periods.

#### **584.37 Management Foundations Program**

An applicant selected for career appointment to a position in the Management Foundations Program must serve a probationary period of 12 months of continuous service in the Postal Service.

### **584.4 Counting Probationary Service**

#### **584.41 Periods of Absence**

Periods of absence during which an employee is carried on the rolls count toward completion of a probationary period.

#### **584.42 Periods of Military Service**

Military service counts toward completion of a probationary period for employees who leave positions in which they were serving probationary periods to enter military service. If the military service is insufficient to complete the probationary period, the employee is required to complete the period upon return.

#### **584.43 Periods of Noncareer Service**

Postal service in a casual or temporary status does not count toward completion of a probationary period, even though such service may have immediately preceded the career appointment.

#### **584.44 Reassignment During Probation**

The probationary period that begins before a reassignment continues uninterrupted after the reassignment.

#### **584.45 Position Changes During Probation**

A change from part-time to full-time employment does not interrupt or otherwise change the time counted toward completion of a probationary period. Promotion, demotion, or reassignment in the same installation or to another installation within the Postal Service does not require a new probationary period, but does require completion of any unfinished probationary period.

**Note:** An employee can satisfy the career probationary requirement only while performing in a career position. An employee cannot credit time spent in a noncareer position toward completion of the career probationary period.

### **584.5 Bargaining Employees**

#### **584.51 Overview**

PS Form 1750, *Employee Evaluation and/or Probationary Report*, establishes benchmarks for satisfactory work performance. For noncareer employees, the form serves as an evaluation report to make the appropriate rehire decisions, to facilitate coaching and counseling, and to assist employees needing guidance. For career employees, the form serves as a probationary report that clearly outlines expectations for the probationary period, including the factors the immediate manager will evaluate. During the employee's first week at the work site, the immediate manager must hold an initial discussion to outline clearly performance expectations for the evaluation or probationary period, including the factors the immediate manager will evaluate and examples of satisfactory performance.

#### **584.52 Performance Evaluation Intervals**

The supervisor must discuss the employee's performance with the employee at the end of 30 days, and again at the end of 60 days. Both the supervisor and the employee must initial PS Form 1750 to indicate that these discussions have taken place. The final evaluation occurs at the end of 80 days, and it contains a definitive recommendation regarding whether the employee should be retained or separated. This evaluation requires the signatures of both the supervisor and the employee.

#### **584.53 Formal Evaluations at Other Intervals**

Discussion, training, and counseling can correct most deficiencies. The manager makes additional formal evaluations only when informal evaluations are unsuccessful and only after employees understand their deficiencies and have had a reasonable opportunity to correct them. If these additional evaluations occur during an employee's probationary period, the manager documents them using PS Form 1750.

#### **584.54 Evaluation After the Probationary Period**

Regular performance evaluations are encouraged after the employee has completed the probationary period. The immediate manager uses such evaluations for promotion recommendations and for the early identification and correction of problems.

### **584.6 Nonbargaining Employees**

#### **584.61 Overview**

The Postal Service has identified the personal attributes needed for the successful job performance of nonbargaining employees. These attributes are described as behavioral examples in competency models for leadership and functional/technical competency. The Postal Service has developed competency models and evaluation forms for supervisory, managerial, and executive levels of leadership.

#### **584.62 Conducting the Initial Discussion**

During an employee's first week at a work site, the immediate manager must have an initial discussion with the employee to outline clearly performance expectations for the probationary period. The immediate manager documents this discussion on the appropriate form, as follows:

- Supervisory — PS Form 5956-SUP, *EAS Supervisory Employee Probationary Period Report*.
- Non-Supervisory — PS Form 5956-EAS, *EAS Non-Supervisory Employee Probationary Period Report*.
- Management Foundations Program — PS Form 5956-MFP, *Management Foundations Program Employee Probationary Period Report*.
- Managerial — PS Form 5956-MGR, *EAS Managerial Employee Probationary Period Report*.

- Executive — PS Form 5956-EXE, *Executive Employee Probationary Period Report*.
- Postal Inspector — PS Form 5656-PI, *Postal Inspector Probationary Period Report*.

These forms are available online at <http://blue.usps.gov/formmgmt/forms.htm>.

#### **584.63 Performance Evaluation Intervals**

The probationary period for most nonbargaining employees is 1 year and increases to 2 years for some Postal Inspectors (see 584.32). In addition to providing the ongoing feedback necessary for successful performance management, the manager must conduct formal discussions with the employee. After the initial meeting during the employee's first week at the work site, the manager will conduct and document interactive discussions at regular intervals as described on the appropriate probationary form (see 584.61). Both the employee and manager are required to initial the form to indicate completion of these discussions.

On the final evaluation, the manager must recommend definitively that the employee be either retained or separated. The employee and the manager both must sign the evaluation form. If the employee refuses to sign it, the manager will indicate that the employee was offered the opportunity to sign, but declined to do so.

# 5 Suitability

## 58 Post Hire Suitability

---

\*\*\*\*

### 584 Employee Evaluation

#### 584.1 Significance of Probationary Period

The probationary period represents the final step in determining an employee's suitability, since only an actual trial on the job can be conclusive. Proper use of the probationary period is in the best interests of both the new employee and the Postal Service. During this period, the new employee receives orientation and whatever training is the employee needed. Attentiveness to the new employee, both in training sessions and on the job, may ensure the satisfaction and efficiency of an employee who might otherwise be separated.

#### 584.2 Outlining Expectations

At the time the oath of office is administered, or during the new employee orientation session, new hires should become familiar with the probationary period and its purpose. The supervisor is responsible for constant informal evaluation throughout the probationary period. This involves close observation and analysis of the new employee's performance to determine both proficiencies and deficiencies. The supervisor consistently attempts by guidance, counsel, and training to assist the new employee to correct any deficiencies in either conduct or performance.

#### 584.3 Length of Probationary Periods

##### 584.31 Overview

The This section outlines the following probationary periods that are required for different kinds of employment:

##### 584.3132 Career Appointment to Bargaining Position

An applicant selected for career appointment to a bargaining position must serve a probationary period of 90 calendar days. This applies not only to the first appointment, but also to any subsequent career appointment, reinstatement, or transfer to the Postal Service from another agency, regardless of whether the appointee had previously completed a probationary period.

##### 584.3233 Career Appointment to Nonbargaining Position

An applicant selected for career appointment to a nonbargaining position must serve a probationary period of 1 year of continuous service in the Postal Service, or 1 year of combined service (federal and postal) without a break of a workday in positions in the same line of work.

An applicant hired as a Postal Inspector must serve a probationary period of 2 years.  
**Exception:** The probationary period for a person with veterans' preference appointed as a Postal Inspector is 1 year.

**584.3334 Position Change During Probationary Period**

A career probationary employee who is promoted, demoted, or reassigned from one position to another during the probationary period, must complete the probationary period uninterrupted in the new position.

**584.3435 Noncareer Appointment**

Noncareer employees do not serve probationary periods. However, periodic review of their performance and completion of a 90-day evaluation report are required. Unsatisfactory casual or temporary employees should be separated as soon as it becomes evident that they are unable to meet the requirements of their positions.

**584.3536 Reinstatement**

Former federal and postal employees who are reinstated must serve new probationary periods.

**584.36-37 Management Foundations Program**

An applicant selected for career appointment to a position in the Management Foundations Program must serve a probationary period of 12 months of continuous service in the Postal Service.

**584.4 Counting Probationary Service**

**584.41 Periods of Absence**

Periods of absence during which an employee is carried on the rolls count toward completion of a probationary period.

**584.42 Periods of Military Service**

Military service counts toward completion of a probationary period for employees who leave positions in which they were serving probationary periods to enter military service. If the military service is insufficient to complete the probationary period, the employee is required to complete the period upon return.

**584.43 Periods of Noncareer Service**

Postal service in a casual or temporary status does not count toward completion of a probationary period, even though such service may have immediately preceded the career appointment.

**584.44 Reassignment During Probation**

The probationary period that begins before a reassignment continues uninterrupted after the reassignment.

**584.45 Position Changes During Probation**

A change from part-time to full-time employment does not interrupt or otherwise change the time counted toward completion of a probationary period. Promotion, demotion, or reassignment in the same installation or to another installation within the Postal Service does not require a new probationary period, but does require completion of any unfinished probationary period.

**Note:** An employee can satisfy the career probationary requirement only while performing in a career position. An employee cannot credit time spent in a noncareer position toward completion of the career probationary period.

## 584.5 Bargaining Employees

### 584.51 Overview

PS Form 1750, Employee Evaluation and/or Probationary Report, establishes benchmarks for satisfactory work performance. For noncareer employees, the form serves as an evaluation report to make the appropriate rehire decisions, to facilitate coaching and counseling, and to ~~provide assistance to~~ assist employees needing guidance. For career employees, the form serves as a probationary report that clearly outlines expectations for the probationary period, including the factors the immediate manager will ~~be~~ evaluated. During the employee's first week at the work site, the immediate ~~managers~~ supervisor must hold an initial discussion to ~~clearly outline~~ clearly performance expectations for the evaluation or probationary period, including the factors ~~to be~~ the immediate manager will evaluated and examples of satisfactory performance.

### 584.5152 Performance Evaluation Intervals

The supervisor must discuss the employee's performance with the employee at the end of 30 days, and again at the end of 60 days. Both the supervisor and the employee must initial PS Form 1750 to indicate that these discussions have taken place. The final evaluation occurs at the end of 80 days, and it contains a definitive recommendation regarding whether the employee should be retained or separated. This evaluation requires the signatures of both the supervisor and the employee.

### 584.5253 Formal Evaluations at Other Intervals

Discussion, training, and counseling can correct ~~Most deficiencies can be corrected with discussion, training, and counseling. The manager makes~~ Additional formal evaluations are ~~made only~~ when informal evaluations ~~have not been~~ are unsuccessful and only after employees understand their deficiencies, and have had a reasonable opportunity to correct them. If these additional evaluations occur during an employee's probationary period, the manager documents them ~~they are documented using~~ PS Form 1750.

### 584.5354 Evaluation After the Probationary Period

Regular performance evaluations are encouraged after the employee has completed the probationary period. The immediate manager uses ~~Such evaluations are used for~~ promotion recommendations and for the early identification and correction of problems.

## 584.6 Nonbargaining Employees

### 584.61 Overview

The Postal Service has identified the personal attributes needed for the successful job performance of nonbargaining employees. These attributes are described as behavioral examples in competency models for leadership and functional/technical competency. ~~We~~ The Postal Service has ~~developed~~ developed Competency models and evaluation forms ~~have been developed for~~ supervisory, managerial, and executive levels of leadership.

### 584.6462 Conducting the Initial Discussion

During an employee's first week at a work site, the immediate manager must have an initial discussion with the employee to ~~clearly outline~~ clearly performance expectations for the probationary period. The immediate manager documents ~~this discussion is documented on the appropriate form, as follows:~~

- Supervisory — PS Form 5956-SUP, EAS Supervisory Employee Probationary Period Report.
- Non-Supervisory — PS Form 5956-EAS, EAS Non-Supervisory Employee Probationary Period Report.

- Management Foundations Program — PS Form 5956-MFP, *Management Foundations Program Employee Probationary Period Report*.
- Managerial — PS Form 5956-MGR, *EAS Managerial Employee Probationary Period Report*.
- Executive — PS Form 5956-EXE, *Executive Employee Probationary Period Report*.
- Postal Inspector — PS Form 5656-PI, *Postal Inspector Probationary Period Report*.

These forms are available online at <http://blue.usps.gov/formmgmt/forms.htm>.

#### **584.62 Establishing Individual Core Requirements**

~~As governed by the Pay for Performance (PFP) program, the employee and the evaluator establish individual core requirements through an interactive discussion. The evaluator and employee must establish individual core requirements must be established within 30 days after the employee assumes the position.~~

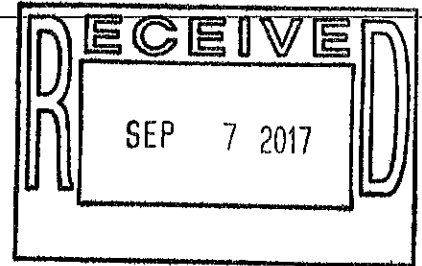
~~Individual core requirements are documented and tracked in the Performance Evaluation System (PES). For more information, see the PFP Web website, which provides the "Administrative Rules for EAS Employees," many other documents, and a link to PES.~~

#### **584.63 Performance Evaluation Intervals**

The probationary period for most nonbargaining employees is 1 year and increases to 2 years for some Postal Inspectors (see 584.32). In addition to providing the ongoing feedback necessary for successful performance management, the manager must conduct formal discussions with the employee. After the initial meeting during the employee's first week at the work site, the manager will conduct and document interactive discussions at regular intervals as described on the appropriate probationary form (see 584.61). Both the employee and manager are required to initial the form to indicate completion of these discussions.

On the final evaluation, the manager must recommend definitively that the employee be either retained or separated. The employee and the manager both must sign the evaluation form. If the employee refuses to sign it, the manager will indicate that the employee was offered the opportunity to sign, but declined to do so.





August 25, 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 Sections 604, *Postage Payment Methods and Refunds*, and 609, *Filing Indemnity Claims for Loss or Damage*, of the Domestic Mail Manual (DMM).

The purpose of the revisions is to add an option to allow customers to request postage and fees refunds for select product and services online. This option is scheduled to begin September 30.

Enclosed are copies of the final draft, one with and one without changes identified.

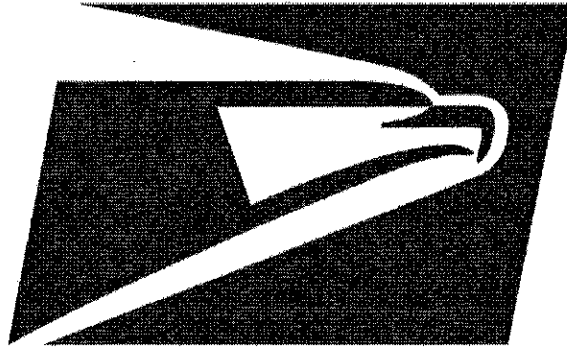
Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,



Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures



**UNITED STATES**  
**POSTAL SERVICE**

**Job Analysis Survey – Duty & Job Characteristics**

---

**City Carrier Assistant (CCA)**

---

**Name:**

\_\_\_\_\_

**Today's Date:**

\_\_\_\_\_

## Overview

The United States Postal Service has partnered with *APTMetrics* to conduct a job analysis of the City Carrier Assistant (CCA) role. The results from this job analysis will be used to ensure that suitable individuals are selected for the City Carrier Assistant role.

*APTMetrics* has conducted job observations, interviews, and focus groups with City Carrier Assistants, supervisors and other employees of the United States Postal Service.

**At this time, we would like to ask you to complete a survey to provide critical information about the City Carrier Assistant role.** There are three sections in this survey:

- Section I. Background Information
- Section II. Job Duty Ratings
- Section III. Job Characteristic Ratings

**Please note that your input is entirely confidential.** Your responses will not be identified to anyone within the United States Postal Service, and results will only be reported in the aggregate.

Our output is only as good as the information we obtain from you, so please answer as honestly and as accurately as you can.

**City Carrier Associate – Duty & Job Characteristics Survey**

**Background Information**

***Please complete the following items about you and your job. This information is for documentation and record-keeping purposes only. It will be used for no other purpose and will not be used to identify any individual.***

Please select the option that best applies for each item. Place an "X" in the box to indicate your response. Please provide one response per item.

**1) Ethnic Heritage**

- Hispanic or Latino
- White (Not Hispanic or Latino)
- African American or Black (Not Hispanic or Latino)
- Asian (Not Hispanic or Latino)
- American Indian or Alaskan Native (Not Hispanic or Latino)
- Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)
- Two or More Races (Not Hispanic or Latino)

**2) Gender**

- Female
- Male

**3) Age**

- 20 or under
- 21 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or over

**4) Highest Level of Education Achieved**

- Did not complete high school
- Received high school diploma or equivalent
- Completed some college or vocational training
- Received Associate's degree
- Received Bachelor's degree
- Completed some graduate work
- Received graduate degree

**5) Current Job Title**

- City Carrier Assistant
- Rural Carrier Associate
- Supervisor, Customer Services or Manager, Customer Services or Postmaster

**City Carrier Associate – Duty & Job Characteristics Survey**

---

**6) Time in Current Job Title**

- Less than 3 months
- At least 3 months, but less than 6 months
- At least 6 months, but less than 1 year
- At least 1 year, but less than 2 years
- At least 2 years, but less than 5 years
- At least 5 years, but less than 10 years
- 10 years or more

**7) Time with United States Postal Service**

- Less than 3 months
- At least 3 months, but less than 6 months
- At least 6 months, but less than 1 year
- At least 1 year, but less than 2 years
- At least 2 years, but less than 5 years
- At least 5 years, but less than 10 years
- 10 years or more

**8) Shift**

- Tour 1
- Tour 2
- Tour 3
- Varies

## Job Duty Survey Instructions

In this section, you will be presented with a number of job duties. Please rate each duty on its Importance to the job and the Frequency with which it is performed by City Carrier Assistants.

As you review each job duty, first decide whether this is a duty that is performed on the City Carrier Assistant job. If it is, please rate its importance to the job followed by how frequently it is performed. ***If it is not performed by the City Carrier Assistant, rate both Importance and Frequency Performed as a "0."***

### Importance Scale

The Importance scale asks you how important the duty is to ***performing the City Carrier Assistant job effectively.***

Please take a moment to review the rating scale below.

IMPORTANCE		
How important is this duty to performing the City Carrier Assistant job effectively?		
<b>0</b>	<b>Not Performed</b>	A City Carrier Assistant does <i>not</i> perform this duty.
<b>1</b>	<b>Minor Importance</b>	Although part of a City Carrier Assistant's job, this duty is <i>not very important</i> . How well a CCA performs this duty has <i>relatively little</i> impact on the CCA's overall job performance.
<b>2</b>	<b>Important</b>	This duty is <i>important</i> to performing a City Carrier Assistant's job effectively. How well a CCA performs this duty has <i>meaningful</i> impact on the CCA's overall job performance.
<b>3</b>	<b>Critical</b>	This duty is <i>critical</i> to performing the City Carrier Assistant job effectively. How well a CCA performs this duty is certain to have <i>substantial</i> impact on the CCA's overall job performance.

Not every job duty is critically important to job success. Duties that are moderately important or not important to job success should be given a lower importance rating.

## Frequency Performed Scale

The Frequency Performed scale asks how *frequently a City Carrier Assistant performs the duty*.

Please take a moment to review the rating scale below.

FREQUENCY PERFORMED		
How frequently does a City Carrier Assistant perform this duty?		
<b>0</b>	<b>Not Performed</b>	A City Carrier Assistant does not perform this duty.
<b>1</b>	<b>Less than Once a Month</b>	A City Carrier Assistant performs this duty less frequently than once per month.
<b>2</b>	<b>Monthly</b>	A City Carrier Assistant performs this duty once or twice a month, but not weekly.
<b>3</b>	<b>Weekly</b>	A City Carrier Assistant performs this duty one or more times a week, but not daily.
<b>4</b>	<b>Once or Twice a Day</b>	A City Carrier Assistant performs this duty once or twice a day.
<b>5</b>	<b>Many Times a Day</b>	A City Carrier Assistant performs this duty many times a day.

## Additional Guidelines

Please follow the guidelines below when making your ratings:

- Read each duty carefully and thoroughly before making your ratings.
- Complete the survey on your own without the help of others. We are interested in your independent ratings.
- This is not a test. There are no "right" or "wrong" answers. Simply make your ratings based on your personal experience performing or supervising the job.
- Periodically review the rating scales to ensure you are using the scales consistently throughout the rating process.
- Write clearly and legibly.

## Job Duty Ratings

	<b>Importance (0-3)</b>  <i>How important is this duty to performing the City Carrier Assistant job effectively?</i>	<b>Frequency Performed (0-5)</b>  <i>How frequently does a City Carrier Assistant perform this duty?</i>
1. Gather packages and collect buggies to prepare for delivery.		
2. Case the route by sorting mail/packages and putting them in delivery order.		
3. Load packages in vehicle in specific delivery order.		
4. Scan mailboxes to demonstrate progress on route.		
5. Enter buildings using safety codes or keys.		
6. Check for customer holds, forwards, and other requests, and ensure mail/packages are handled accordingly.		
7. Prioritize delivery of express packages.		
8. Gather delivery signatures for express packages (when necessary).		
9. Collect money for postage sales.		
10. Deliver mail to customers.		
11. Collect postage due and cash on deliveries.		
12. Check premium mail/packages and forward as appropriate.		
13. Drive and park company-supplied vehicles safely and defensively, including following safe parking procedures, such as curbing wheels.		
14. Secure vehicles when unattended.		



In this section, you will rate a series of job characteristic statements using two (2) scales: **Frequency Experienced and Opportunity for Criminal/Illegal Behavior.**

As you review each job characteristic, first decide whether it is a characteristic of the City Carrier Assistant job. If it is a characteristic of the job, please indicate how frequently it occurs on the job followed by the extent to which it provides opportunity for criminal or illegal behavior. ***If a job characteristic does not occur on the job, rate the Frequency Experienced and Opportunity for Criminal/Illegal Behavior as a "0."***

### Frequency Experienced Scale

The Frequency Experienced scale asks how ***frequently*** each job characteristic occurs on the City Carrier Assistant job.

Please take a moment to review the rating scale below.

<b>FREQUENCY EXPERIENCED</b>		
How frequently does a City Carrier Assistant experience this Job Characteristic in the course of performing his/her job duties?		
<b>0</b>	<b>Not Experienced</b>	This is not a characteristic of the City Carrier Assistant job.
<b>1</b>	<b>Less than Once a Month</b>	A City Carrier Assistant experiences this job characteristic less frequently than once per month.
<b>2</b>	<b>Monthly</b>	A City Carrier Assistant experiences this job characteristic once or twice a month, but not weekly.
<b>3</b>	<b>Weekly</b>	A City Carrier Assistant experiences this job characteristic one or more times a week, but not daily.
<b>4</b>	<b>Once or Twice a Day</b>	A City Carrier Assistant experiences this job characteristic once or twice a day.
<b>5</b>	<b>Many Times a Day</b>	A City Carrier Assistant experiences this job characteristic many times a day.

## Opportunity for Criminal/Illegal Behavior Scale

The Opportunity for Criminal/Illegal Behavior scale asks how much opportunity a City Carrier Assistant has to commit criminal or illegal behavior for each job characteristic that is part of the job. In other words, if a City Carrier Assistant was determined to engage in criminal or illegal behavior, to what extent would each job characteristic provide the Carrier with an opportunity to do something criminal or illegal.

Please take a moment to review the rating scale below.

<b>Opportunity for Criminal/Illegal Behavior</b>		
<b>To what extent does this Job Characteristic provide a City Carrier Assistant the opportunity to engage in criminal or illegal behavior?</b>		
<b>0</b>	<b>No Opportunity</b>	This job characteristic provides no opportunity for a City Carrier Assistant to engage in criminal or illegal behavior.
<b>1</b>	<b>Very Little Opportunity</b>	This job characteristic provides very little opportunity for a City Carrier Assistant to engage in criminal or illegal behavior.
<b>2</b>	<b>Some Opportunity</b>	This job characteristic provides some opportunity for a City Carrier Assistant to engage in criminal or illegal behavior.
<b>3</b>	<b>A Lot of Opportunity</b>	This job characteristic provides a lot of opportunity for a City Carrier Assistant to engage in criminal or illegal behavior.

### Additional Guidelines

Please follow the guidelines below when making your ratings:

- Read each job characteristic carefully and thoroughly before making your ratings.
- Complete the survey on your own without the help of others. We are interested in your independent ratings.
- This is not a test. There are no "right" or "wrong" answers. Simply make your ratings based on your personal experience performing or supervising the job.
- Periodically review the rating scales to ensure you are using the scales consistently throughout the rating process.
- Write clearly and legibly.

## Job Characteristics Ratings

	<b>Frequency Experienced (0-5)</b>  <i>How frequently does a City Carrier Assistant experience this Job Characteristic?</i>	<b>Criminal/Illegal Opportunity (0-3)</b>  <i>To what extent does this Job Characteristic provide a City Carrier Assistant the opportunity to engage in criminal or illegal behavior?</i>
1. Has access to sensitive/confidential documents, including personal identifying information (e.g., checks, bank statements, cash, credit cards, gift cards, credit card statements, stocks, financial statements).		
2. Has access to money left in mailboxes		
3. Has access to keys left in mailboxes.		
4. Has access to merchandise or goods (e.g., Amazon packages, items in stores where mail is being delivered).		
5. Has access to the use of Postal Service credit and gas cards.		
6. Encounters illegal substances that must be transported to proper holding facility.		
7. Has access to customer mail and packages.		
8. Has access to office resources (e.g., copiers, pens, forms, telephone).		
9. Handles cash and coins (e.g., CODs, postage due).		
10. Handles checks and money orders.		
11. Has access to prescription drugs that are mailed.		
12. Interacts with customers in private spaces such as their homes.		

	<p><b>Frequency Experienced (0-5)</b></p> <p><i>How frequently does a City Carrier Assistant experience this Job Characteristic?</i></p>	<p><b>Criminal/Illegal Opportunity (0-3)</b></p> <p><i>To what extent does this Job Characteristic provide a City Carrier Assistant the opportunity to engage in criminal or illegal behavior?</i></p>
13. Interacts with customers in public spaces such as businesses, schools, churches, hospitals and daycare facilities.		
14. Maintains information and records on customers (e.g., forwarding and hold addresses, delivery instructions for houses/apartments, troublesome dogs).		
15. Completes tasks that if done incorrectly could physically injure self or others (e.g., driving, lifting, twisting/turning, loading truck).		
16. Carries items that could be used as a weapon (e.g., dog spray, pocket knives, scissors, hammers).		
17. Has <b>unsupervised</b> access to buildings such as offices, hospitals, military bases, government buildings, and educational institutions.		
18. Has <b>supervised</b> access to buildings such as offices, hospitals, military bases, government buildings, and educational institutions.		
19. Has access to master keys and electronic gate keys.		
20. Has access to lock boxes and the keys/codes required to open them.		
21. Has access to customer PO boxes.		
22. Has access to post offices other than home post office.		
23. Maintains logs of deliveries and/or orders (e.g., certified/registered mail).		
24. Drives company vehicles as part of job responsibilities.		

## **End of Survey**

You have completed the survey. Please ensure you are satisfied with your ratings before submitting.

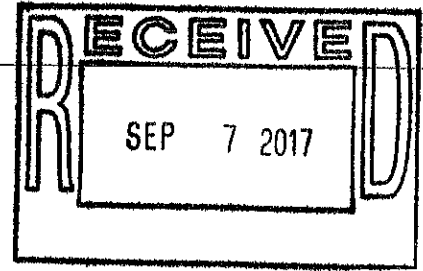
Thank you for your participation!

---



NOTED:

PRES: \_\_\_\_\_  
 EXEC VP: \_\_\_\_\_  
 SECY: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 To File \_\_\_\_\_



August 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 United States Postal Inspection Service (USPIS) will conduct surveys with randomly selected supervisors nationwide to validate tasks performed by specific bargaining unit positions.

The USPIS will use various surveys to validate the frequency of work activities for the following employee categories: City Carrier Assistant, Mail Handler Assistant, Mail Processing Clerk, Operations Industrial Engineer, and Rural Carrier Associate.

The survey results will be used to make recommendations regarding how prior criminal convictions for an applicant may be related to the position for which the applicant is being considered.

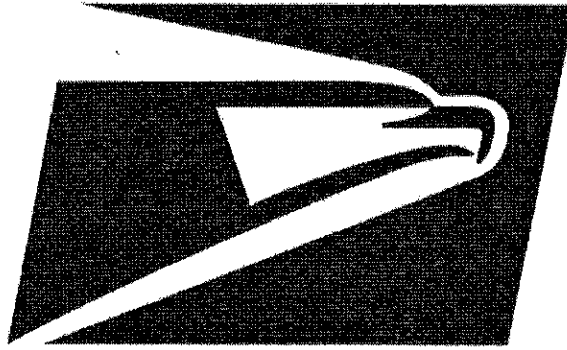
The job analysis surveys are scheduled to be conducted in September. We have enclosed a copy of the subject surveys.

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

Sincerely,

Alan S. Moore  
 Manager  
 Labor Relations Policies and Programs

Enclosures



**UNITED STATES**  
**POSTAL SERVICE**

**Job Analysis Survey – Duty & Job Characteristics**

---

**Mail Processing Clerk**

**aptMetrics**<sup>®</sup>  
Global Strategies for Talent Management.

## Mail Processing Clerk– Duty & Job Characteristics Survey

### Overview

The United States Postal Service has partnered with *APTMetrics* to conduct a job analysis of the Mail Processing Clerk role. The results from this job analysis will be used to ensure that suitable individuals are selected for the Mail Processing Clerk role.

*APTMetrics* has conducted job observations, interviews, and focus groups with Postal Mail Processing Clerks, supervisors and other employees of the United States Postal Service.

**At this time we would like to ask you to complete a survey to provide critical information about the Mail Processing Clerk role.** There are three sections in this survey:

Section I. Job Duty Ratings

Section II. Job Characteristic Ratings

**Please note that your input is entirely confidential.** Your responses will not be identified to anyone within the United States Postal Service, and results will only be reported in the aggregate.

Our output is only as good as the information we obtain from you, so please answer as honestly and as accurately as you can.



## Mail Processing Clerk– Duty & Job Characteristics Survey

### Job Duty Survey Instructions

In this section, you will be presented with a number of job duties. Please rate each duty on its importance to the job and the frequency with which it is performed by Mail Processing Clerks.

As you review each job duty, first decide whether this is a duty that is performed by Mail Processing Clerks. If it is, please rate its importance to the job followed by how frequently it is performed it. ***If it is not performed by the Mail Processing Clerk, rate both Importance and Frequency Performed as a “0.”***

#### Importance Scale

The Importance scale asks you how important the duty is to ***performing the Mail Processing Clerk job effectively.***

Please take a moment to review the rating scale below.

IMPORTANCE		
How important is this duty to performing the Mail Processing Clerk job effectively?		
<b>0</b>	<b>Not Performed</b>	A Mail Processing Clerk does <i>not</i> perform this duty.
<b>1</b>	<b>Minor Importance</b>	Although part of a Mail Processing Clerk’s job, this duty is <i>not very important</i> . How well a Mail Processing Clerk performs this duty has <i>relatively little</i> impact on the associate’s overall job performance.
<b>2</b>	<b>Important</b>	This duty is <i>important</i> to performing a Mail Processing Clerk’s job effectively. How well a Mail Processing Clerk performs this duty has <i>meaningful</i> impact on the associate’s overall job performance.
<b>3</b>	<b>Critical</b>	This duty is <i>critical</i> to performing the Mail Processing Clerk job effectively. How well a Mail Processing Clerk performs this duty is certain to have <i>substantial</i> impact on the associate’s overall job performance.

Not every job duty is critically important to job success. Duties that are moderately important or not important to job success should be given a lower importance rating.

## Mail Processing Clerk– Duty & Job Characteristics Survey

### Frequency Performed Scale

The Frequency Performed scale asks how *frequently a Mail Processing Clerk performs the duty.*

Please take a moment to review the rating scale below.

FREQUENCY PERFORMED		
How frequently does a Mail Processing Clerk perform this duty?		
<b>0</b>	<b>Not Performed</b>	A Mail Processing Clerk does not perform this duty.
<b>1</b>	<b>Less than Once a Month</b>	A Mail Processing Clerk performs this duty less frequently than once per month.
<b>2</b>	<b>Monthly</b>	A Mail Processing Clerk performs this duty once or twice a month, but not weekly.
<b>3</b>	<b>Weekly</b>	A Mail Processing Clerk performs this duty one or more times a week, but not daily.
<b>4</b>	<b>Once or Twice a Day</b>	A Mail Processing Clerk performs this duty once or twice a day.
<b>5</b>	<b>Many Times a Day</b>	A Mail Processing Clerk performs this duty many times a day.

### Additional Guidelines

Please follow the guidelines below when making your ratings:

- Read each duty carefully and thoroughly before making your ratings.
- Complete the survey on your own without the help of others. We are interested in your independent ratings.
- This is not a test. There are no “right” or “wrong” answers. Simply make your ratings based on your personal experience performing or supervising the job.
- Periodically review the rating scales to ensure you are using the scales consistently throughout the rating process.
- Write clearly and legibly.

**Mail Processing Clerk– Duty & Job Characteristics Survey**

**Job Duty Ratings**

	<b>Importance (0-3)</b>  <i>How important is this duty to performing the Mail Processing Clerk job effectively?</i>	<b>Frequency Performed (0-5)</b>  <i>How frequently does a Mail Processing Clerk perform this duty?</i>
1. Accept and process mail from the truck.		
2. Work with Automatic Facing Canceling System (AFCS) equipment.		
3. Put pre-prepped mail into AFCS system.		
4. Put bar codes on mail for delivery.		
5. Key in zip codes if not readable.		
6. Expedite incoming and outgoing mail.		
7. Place mail in carrier route to be sorted (Delivery Barcode Servers).		
8. Sort mail by hand from three digit mail into five digit mail.		
9. Load mail into equipment for transport (e.g., containers, sacks).		
10. Man cull chutes in order to gather mail.		
11. Hand-sort damaged mail.		
12. Put damaged mail into the tray and take to rewrap area so that it can be fixed.		

## Mail Processing Clerk– Duty & Job Characteristics Survey

In this section, you will rate a series of job characteristic statements using two (2) scales: **Frequency Experienced** and **Opportunity for Criminal/Illegal Behavior**.

As you review each job characteristic, first decide whether if it is a characteristic of the Mail Processing Clerk job. If it is a characteristic of the job, please indicate how frequently it occurs on the job followed by the extent to which it provides opportunity for criminal or illegal behavior. ***If a job characteristic does not occur on the job, rate the Frequency Experienced and Opportunity for Criminal/Illegal Behavior as a "0."***

### Frequency Experienced Scale

The Frequency Experienced scale asks how **frequently** each job characteristic occurs on the Mail Processing Clerk job.

Please take a moment to review the rating scale below.

FREQUENCY EXPERIENCED		
How frequently does a Mail Processing Clerk experience this Job Characteristic in the course of performing his/her job duties?		
<b>0</b>	<b>Not Experienced</b>	This is not a characteristic of the Mail Processing Clerk job.
<b>1</b>	<b>Less than Once a Month</b>	A Mail Processing Clerk experiences this job characteristic less frequently than once per month.
<b>2</b>	<b>Monthly</b>	A Mail Processing Clerk experiences this job characteristic once or twice a month, but not weekly.
<b>3</b>	<b>Weekly</b>	A Mail Processing Clerk experiences this job characteristic one or more times a week, but not daily.
<b>4</b>	<b>Once or Twice a Day</b>	A Mail Processing Clerk experiences this job characteristic once or twice a day.
<b>5</b>	<b>Many Times a Day</b>	A Mail Processing Clerk experiences this job characteristic many times a day.

**Opportunity for Criminal/Illegal Behavior Scale**

The Opportunity for Criminal/Illegal Behavior scale asks how much opportunity a Mail Processing Clerk has to commit criminal or illegal behavior for each job characteristic that is part of the job. In other words, if a Mail Processing Clerk was determined to engage in criminal or illegal behavior, to what extent would each job characteristic provide the Carrier with an opportunity to do something criminal or illegal.

Please take a moment to review the rating scale below.

<b>Opportunity for Criminal/Illegal Behavior</b>		
<b>To what extent does this Job Characteristic provide a Mail Processing Clerk the opportunity to engage in criminal or illegal behavior?</b>		
<b>0</b>	<b>No Opportunity</b>	This job characteristic provides no opportunity for a Mail Processing Clerk to engage in criminal or illegal behavior.
<b>1</b>	<b>Very Little Opportunity</b>	This job characteristic provides very little opportunity for a Mail Processing Clerk to engage in criminal or illegal behavior.
<b>2</b>	<b>Some Opportunity</b>	This job characteristic provides some opportunity for a Mail Processing Clerk to engage in criminal or illegal behavior.
<b>3</b>	<b>A Lot of Opportunity</b>	This job characteristic provides a lot of opportunity for a Mail Processing Clerk to engage in criminal or illegal behavior.

**Additional Guidelines**

Please follow the guidelines below when making your ratings:

- Read each job characteristic carefully and thoroughly before making your ratings.
- Complete the survey on your own without the help of others. We are interested in your independent ratings.
- This is not a test. There are no “right” or “wrong” answers. Simply make your ratings based on your personal experience performing or supervising the job.
- Periodically review the rating scales to ensure you are using the scales consistently throughout the rating process.
- Write clearly and legibly.

## Mail Processing Clerk– Duty & Job Characteristics Survey

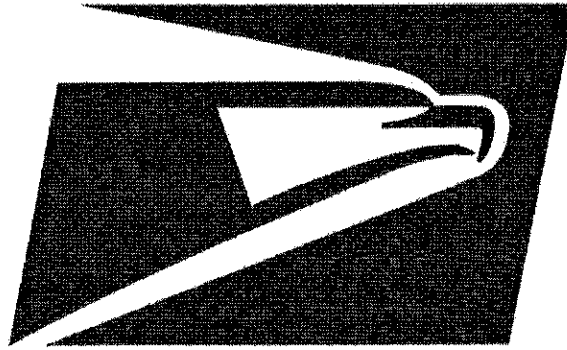
### Job Characteristics Ratings

	<b>Frequency Experienced (0-5)</b>  <i>How frequently does a Mail Processing Clerk experience this Job Characteristic?</i>	<b>Criminal/Illegal Opportunity (0-3)</b>  <i>To what extent does this Job Characteristic provide a Mail Processing Clerk the opportunity to engage in criminal or illegal behavior?</i>
1. Has access to sensitive/confidential documents, including personal identifying information (e.g., checks, bank statements, credit cards, gift cards credit card statements, stocks and financial statements).		
2. Has access to merchandise or goods (e.g., Amazon packages, items in stores where mail is being delivered).		
3. Encounters illegal substances that must be transported to proper holding facility.		
4. Has access to customer mail and packages, including opened mail.		
5. Has access to office resources (e.g., copiers, pens, forms, telephone).		
6. Maintains and/or repairs equipment/machinery (e.g., clears out jams).		
7. Completes tasks that if done incorrectly could physically injure self or others (e.g., machine jams, operating rolling equipment).		
8. Carries items that could be used as a weapon (e.g., pocket knives, scissors, hammers).		
9. Has access to home and office addresses.		
10. Has access to supervisor's computer.		
11. Has access to company vehicles.		

**End of Survey**

You have completed the survey. Please ensure you are satisfied with your ratings before submitting.

Thank you for your participation!



**UNITED STATES**  
**POSTAL SERVICE**

**Job Analysis Survey – Duty & Job Characteristics**

---

**Mail Handler Assistant (MHA)**

**Name:**

\_\_\_\_\_

**Today's Date:**

\_\_\_\_\_



## **Overview**

The United States Postal Service has partnered with *APTMetrics* to conduct a job analysis of the Mail Handler Assistant (MHA) role. The results from this job analysis will be used to ensure that suitable individuals are selected for the Mail Handler Assistant role.

*APTMetrics* has conducted job observations, interviews, and focus groups with Mail Handler Assistants, supervisors, and other employees of the United States Postal Service.

**At this time we would like to ask you to complete a survey to provide critical information about the Mail Handler Assistant role.** There are three sections in this survey:

- Section I. Background Information
- Section II. Job Duty Ratings
- Section III. Job Characteristic Ratings

**Please note that your input is entirely confidential.** Your responses will not be identified to anyone within the United States Postal Service, and results will only be reported in the aggregate.

Our output is only as good as the information we obtain from you, so please answer as honestly and as accurately as you can.

**Background Information**

***Please complete the following items about you and your job. This information is for documentation and record-keeping purposes only. It will be used for no other purpose and will not be used to identify any individual.***

Please select the option that best applies for each item. Place an "X" in the box to indicate your response. Please provide one response per item.

**1) Ethnic Heritage**

- Hispanic or Latino
- White (Not Hispanic or Latino)
- African American or Black (Not Hispanic or Latino)
- Asian (Not Hispanic or Latino)
- American Indian or Alaskan Native (Not Hispanic or Latino)
- Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)
- Two or More Races (Not Hispanic or Latino)

**2) Gender**

- Female
- Male

**3) Age**

- 20 or under
- 21 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or over

**4) Highest Level of Education Achieved**

- Did not complete high school
- Received high school diploma or equivalent
- Completed some college or vocational training
- Received Associate's degree
- Received Bachelor's degree
- Completed some graduate work
- Received graduate degree

**5) Current Job Title**

- Mail Handler Assistant (MHA)
- Mail Processing Clerk
- Supervisor, Customer Services/ Supervisor, Distribution Operations

**Mail Handler Assistant – Duty & Job Characteristics Survey**

---

**6) Time in Current Job Title**

- Less than 3 months
- At least 3 months, but less than 6 months
- At least 6 months, but less than 1 year
- At least 1 year, but less than 2 years
- At least 2 years, but less than 5 years
- At least 5 years, but less than 10 years
- 10 years or more

**7) Time with United States Postal Service**

- Less than 3 months
- At least 3 months, but less than 6 months
- At least 6 months, but less than 1 year
- At least 1 year, but less than 2 years
- At least 2 years, but less than 5 years
- At least 5 years, but less than 10 years
- 10 years or more

**8) Shift**

- Tour 1
- Tour 2
- Tour 3
- Varies

## Job Duty Survey Instructions

In this section, you will be presented with a number of job duties. Please rate each duty on its importance to the job and the frequency with which it is performed by Mail Handler Assistants.

As you review each job duty, first decide whether this is a duty that is performed on the Mail Handler Assistant job. If it is, please rate its importance to the job followed by how frequently it is performed. ***If it is not performed by the Mail Handler Assistant, rate both Importance and Frequency Performed as a "0."***

### Importance Scale

The Importance scale asks you how important the duty is to ***performing the Mail Handler Assistant job effectively.***

Please take a moment to review the rating scale below.

IMPORTANCE		
How important is this duty to performing the Mail Handler Assistant job effectively?		
<b>0</b>	<b>Not Performed</b>	A Mail Handler Assistant does <i>not</i> perform this duty.
<b>1</b>	<b>Minor Importance</b>	Although part of a Mail Handler Assistant's job, this duty is <i>not very important</i> . How well a MHA performs this duty has <i>relatively little</i> impact on the overall job performance.
<b>2</b>	<b>Important</b>	This duty is <i>important</i> to performing a Mail Handler Assistant's job effectively. How well a MHA performs this duty has <i>meaningful</i> impact on the overall job performance.
<b>3</b>	<b>Critical</b>	This duty is <i>critical</i> to performing the Mail Handler Assistant job effectively. How well a MHA performs this duty is certain to have <i>substantial</i> impact on the overall job performance.

Not every job duty is critically important to job success. Duties that are moderately important or not important to job success should be given a lower importance rating.

## Frequency Performed Scale

The Frequency Performed scale asks how *frequently a Mail Handler Assistant performs the duty.*

Please take a moment to review the rating scale below.

FREQUENCY PERFORMED		
How frequently does a Mail Handler Assistant perform this duty?		
<b>0</b>	<b>Not Performed</b>	A Mail Handler Assistant does not perform this duty.
<b>1</b>	<b>Less than Once a Month</b>	A Mail Handler Assistant performs this duty less frequently than once per month.
<b>2</b>	<b>Monthly</b>	A Mail Handler Assistant performs this duty once or twice a month, but not weekly.
<b>3</b>	<b>Weekly</b>	A Mail Handler Assistant performs this duty one or more times a week, but not daily.
<b>4</b>	<b>Once or Twice a Day</b>	A Mail Handler Assistant performs this duty once or twice a day.
<b>5</b>	<b>Many Times a Day</b>	A Mail Handler Assistant performs this duty many times a day.

### Additional Guidelines

Please follow the guidelines below when making your ratings:

- Read each duty carefully and thoroughly before making your ratings.
- Complete the survey on your own without the help of others. We are interested in your independent ratings.
- This is not a test. There are no "right" or "wrong" answers. Simply make your ratings based on your personal experience performing or supervising the job.
- Periodically review the rating scales to ensure you are using the scales consistently throughout the rating process.
- Write clearly and legibly.

## Job Duty Ratings

	<b>Importance (0-3)</b>  <i>How important is this duty to performing the Mail Handler Assistant job effectively?</i>	<b>Frequency Performed (0-5)</b>  <i>How frequently does a Mail Handler Assistant perform this duty?</i>
1. Scan mail as it is taken off the rack.		
2. Sort non-machineable objects.		
3. Sort packages.		
4. Pull equipment off the dock (e.g., Bulk Mail Containers, wire containers, hampers).		
5. Put mail in tray.		
6. Repair opened packages.		
7. Reroute mail on machines (e.g., DBCS, AFSM).		
8. Load and unload trucks.		
9. Print out placards that identify container contents and destination.		
10. Drive power equipment (e.g., forklift, walkie rider, ox)		
11. Stack and shake out mail sacks.		
12. Fill sacks and gaylords with mail.		

In this section, you will rate a series of job characteristic statements using two (2) scales: **Frequency Experienced and Opportunity for Criminal/Illegal Behavior.**

As you review each job characteristic, first decide whether it is a characteristic of the Mail Handler Assistant job. If it is a characteristic of the job, please indicate how frequently it occurs on the job followed by the extent to which it provides opportunity for criminal or illegal behavior. *If a job characteristic does not occur on the job, rate the Frequency Experienced and Opportunity for Criminal/Illegal Behavior as a "0."*

### Frequency Experienced Scale

The Frequency Experienced scale asks how **frequently** each job characteristic occurs on the Mail Handler Assistant job.

Please take a moment to review the rating scale below.

FREQUENCY EXPERIENCED		
How frequently does a Mail Handler Assistant experience this Job Characteristic in the course of performing his/her job duties?		
<b>0</b>	<b>Not Experienced</b>	This is not a characteristic of the Mail Handler Assistant job.
<b>1</b>	<b>Less than Once a Month</b>	A Mail Handler Assistant experiences this job characteristic less frequently than once per month.
<b>2</b>	<b>Monthly</b>	A Mail Handler Assistant experiences this job characteristic once or twice a month, but not weekly.
<b>3</b>	<b>Weekly</b>	A Mail Handler Assistant experiences this job characteristic one or more times a week, but not daily.
<b>4</b>	<b>Once or Twice a Day</b>	A Mail Handler Assistant experiences this job characteristic once or twice a day.
<b>5</b>	<b>Many Times a Day</b>	A Mail Handler Assistant experiences this job characteristic many times a day.

## Opportunity for Criminal/Illegal Behavior Scale

The Opportunity for Criminal/Illegal Behavior scale asks how much opportunity a Mail Handler Assistant has to commit criminal or illegal behavior for each job characteristic that is part of the job. In other words, if a Mail Handler Assistant was determined to engage in criminal or illegal behavior, to what extent would each job characteristic provide the Mail Handler Assistant with an opportunity to do something criminal or illegal.

Please take a moment to review the rating scale below.

<b>Opportunity for Criminal/Illegal Behavior</b>		
<b>To what extent does this Job Characteristic provide a Mail Handler Assistant the opportunity to engage in criminal or illegal behavior?</b>		
<b>0</b>	<b>No Opportunity</b>	This job characteristic provides no opportunity for a Mail Handler Assistant to engage in criminal or illegal behavior.
<b>1</b>	<b>Very Little Opportunity</b>	This job characteristic provides very little opportunity for a Mail Handler Assistant to engage in criminal or illegal behavior.
<b>2</b>	<b>Some Opportunity</b>	This job characteristic provides some opportunity for a Mail Handler Assistant to engage in criminal or illegal behavior.
<b>3</b>	<b>A Lot of Opportunity</b>	This job characteristic provides a lot of opportunity for a Mail Handler Assistant to engage in criminal or illegal behavior.

### Additional Guidelines

Please follow the guidelines below when making your ratings:

- Read each job characteristic carefully and thoroughly before making your ratings.
- Complete the survey on your own without the help of others. We are interested in your independent ratings.
- This is not a test. There are no "right" or "wrong" answers. Simply make your ratings based on your personal experience performing or supervising the job.
- Periodically review the rating scales to ensure you are using the scales consistently throughout the rating process.
- Write clearly and legibly.



## Job Characteristics Ratings

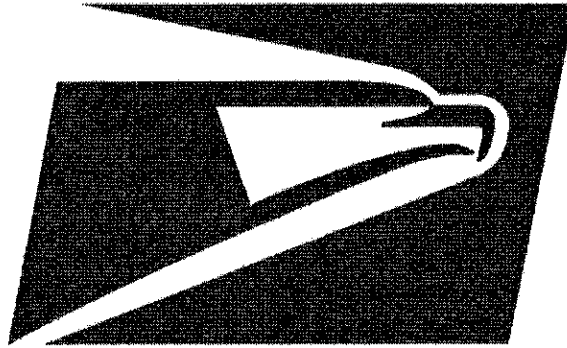
	<b>Frequency Experienced (0-5)</b>  <i>How frequently does a Mail Handler Assistant experience this Job Characteristic?</i>	<b>Criminal/Illegal Opportunity (0-3)</b>  <i>To what extent does this Job Characteristic provide a Mail Handler Assistant the opportunity to engage in criminal or illegal behavior?</i>
1. Has access to sensitive/confidential documents, including personal identifying information (e.g., checks, bank statements, credit cards, gift cards, credit card statements, stocks, financial statements).		
2. Has access to merchandise or goods (e.g., Amazon packages)		
3. Encounters illegal substances that must be transported to proper holding facility.		
4. Has access to customer mail and packages.		
5. Has access to office resources (e.g., copiers, pens, forms, telephone).		
6. Completes tasks that if done incorrectly could physically injure self or others (e.g., driving equipment, lifting, twisting/turning, loading truck).		
7. Carries items that could be used as a weapon (e.g., pocket knives, scissors, and hammers).		
8. Has access to home addresses.		
9. Has access to lock boxes and the keys/codes required to open them.		
10. Has access to customer PO boxes.		
11. Drives vehicles that require a special license (e.g., power equipment) as part of job responsibilities.		
12. Has access to open packages in the rewrap area.		

	Frequency Experienced (0-5)	Criminal/Illegal Opportunity (0-3)
	<i>How frequently does a Mail Handler Assistant experience this Job Characteristic?</i>	<i>To what extent does this Job Characteristic provide a Mail Handler Assistant the opportunity to engage in criminal or illegal behavior?</i>
13. Has access to timekeeping software when accessing a supervisor's computer.		
14. Has access to lock boxes on the floor.		
15. Has access to items of value (e.g., cash, credit cards, gift cards, etc.) in the break room.		

**End of Survey**

You have completed the survey. Please ensure you are satisfied with your ratings before submitting.

Thank you for your participation!



**UNITED STATES**  
**POSTAL SERVICE**

**Job Analysis Survey – Duty & Job Characteristics**

---

**Operations Industrial Engineer**

**Name:**

\_\_\_\_\_

**Today's Date:**

\_\_\_\_\_

**Overview**

The United States Postal Service has partnered with *APTMetrics* to conduct a job analysis of the Operations Industrial Engineer (OIE) role. The results from this job analysis will be used to ensure suitable individuals are selected for the OIE role.

*APTMetrics* has conducted job observations, interviews, and focus groups with Operations Industrial Engineers, supervisors, and other employees of the United States Postal Service.

**At this time we would like to ask you to complete a survey to provide critical information about the Industrial Engineer role.** There are three sections in this survey:

- Section I. Background Information
- Section II. Job Duty Ratings
- Section III. Job Characteristic Ratings

**Please note that your input is entirely confidential.** Your responses will not be identified to anyone within the United States Postal Service, and results will only be reported in the aggregate.

Our output is only as good as the information we obtain from you, so please answer as honestly and as accurately as you can.

**Background Information**

***Please complete the following items about you and your job. This information is for documentation and record-keeping purposes only. It will be used for no other purpose and will not be used to identify any individual.***

Please select the option that best applies for each item. Place an "X" in the box to indicate your response. Please provide one response per item.

**1) Ethnic Heritage**

- Hispanic or Latino
- White (Not Hispanic or Latino)
- African American or Black (Not Hispanic or Latino)
- Asian (Not Hispanic or Latino)
- American Indian or Alaskan Native (Not Hispanic or Latino)
- Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)
- Two or More Races (Not Hispanic or Latino)

**2) Gender**

- Female
- Male

**3) Age**

- 20 or under
- 21 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or over

**4) Highest Level of Education Achieved**

- Did not complete high school
- Received high school diploma or equivalent
- Completed some college or vocational training
- Received Associate's degree
- Received Bachelor's degree
- Completed some graduate work
- Received graduate degree

**5) Current Job Title**

- Operations Industrial Engineer
- Manager, In Plant Support or Manager, Operations Support

**Operations Industrial Engineer – Duty & Job Characteristics Survey**

---

**6) Time in Current Job Title**

- Less than 3 months
- At least 3 months, but less than 6 months
- At least 6 months, but less than 1 year
- At least 1 year, but less than 2 years
- At least 2 years, but less than 5 years
- At least 5 years, but less than 10 years
- 10 years or more

**7) Time with United States Postal Service**

- Less than 3 months
- At least 3 months, but less than 6 months
- At least 6 months, but less than 1 year
- At least 1 year, but less than 2 years
- At least 2 years, but less than 5 years
- At least 5 years, but less than 10 years
- 10 years or more

**8) Shift**

- Tour 1
- Tour 2
- Tour 3
- Varies

**Job Duty Survey Instructions**

In this section, you will be presented with a number of job duties. Please rate each duty on its importance to the job and the frequency with which it is performed by Operations Industrial Engineers.

As you review each job duty, first decide whether this is a duty that is performed on the Operations Industrial Engineer job. If it is, please rate its importance to the job followed by how frequently it is performed. ***If it is not performed by the Operations Industrial Engineer, rate both Importance and Frequency Performed as a "0."***

**Importance Scale**

The Importance scale asks you how important the duty is to ***performing the Operations Industrial Engineer job effectively.***

Please take a moment to review the rating scale below.

<b>IMPORTANCE</b>		
<b>How important is this duty to performing the Operations Industrial Engineer job effectively?</b>		
<b>0</b>	<b>Not Performed</b>	An Operations Industrial Engineer does <i>not</i> perform this duty.
<b>1</b>	<b>Minor Importance</b>	Although part of an Operations Industrial Engineer's job, this duty is <i>not very important</i> . How well an OIE performs this duty has <i>relatively little</i> impact on the engineer's overall job performance.
<b>2</b>	<b>Important</b>	This duty is <i>important</i> to performing an Operations Industrial Engineer's job effectively. How well an OIE performs this duty has <i>meaningful</i> impact on the engineer's overall job performance.
<b>3</b>	<b>Critical</b>	This duty is <i>critical</i> to performing the Operations Industrial Engineer job effectively. How well an associate performs this duty is certain to have <i>substantial</i> impact on the engineer's overall job performance.

Not every job duty is critically important to job success. Duties that are moderately important or not important to job success should be given a lower importance rating.

## Operations Industrial Engineer – Duty & Job Characteristics Survey

### Frequency Performed Scale

The Frequency Performed scale asks how *frequently an Operations Industrial Engineer performs the duty.*

Please take a moment to review the rating scale below.

FREQUENCY PERFORMED		
How frequently does an Operations Industrial Engineer perform this duty?		
<b>0</b>	<b>Not Performed</b>	An Operations Industrial Engineer does not perform this duty.
<b>1</b>	<b>Less than Once a Month</b>	An Operations Industrial Engineer performs this duty less frequently than once per month.
<b>2</b>	<b>Monthly</b>	An Operations Industrial Engineer performs this duty once or twice a month, but not weekly.
<b>3</b>	<b>Weekly</b>	An Operations Industrial Engineer performs this duty one or more times a week, but not daily.
<b>4</b>	<b>Once or Twice a Day</b>	An Operations Industrial Engineer performs this duty once or twice a day.
<b>5</b>	<b>Many Times a Day</b>	An Operations Industrial Engineer performs this duty many times a day.

### Additional Guidelines

Please follow the guidelines below when making your ratings:

- Read each duty carefully and thoroughly before making your ratings.
- Complete the survey on your own without the help of others. We are interested in your independent ratings.
- This is not a test. There are no “right” or “wrong” answers. Simply make your ratings based on your personal experience performing or supervising the job.
- Periodically review the rating scales to ensure you are using the scales consistently throughout the rating process.
- Write clearly and legibly.



## Operations Industrial Engineer – Duty & Job Characteristics Survey

### Job Duty Ratings

	Importance (0-3) <i>How important is this duty to performing the Operations Industrial Engineer job effectively?</i>	Frequency Performed (0-5) <i>How frequently does an Operations Industrial Engineer perform this duty?</i>
1. Conduct volume projections and prepare schedules.		
2. Participate in the hiring process, by scheduling and conducting interviews and making hiring recommendations.		
3. Conduct process improvement by analyzing a department and working to make it better and more efficient (e.g., computer-based analysis of machines, audits).		
4. Walk the floor and observe processes and equipment.		
5. Lead the installation process for new equipment.		
6. Evaluate efficiency and performance of plant machinery and take action according to results (e.g., order new equipment, take machines offline).		
7. Track mail and respond to customer inquiries as to its location and expected delivery.		
8. Maintain plant layout drawings.		
9. Conduct service analysis on mail flow.		
10. Reprocess flow of mail through the facility to make it as efficient as possible.		
11. Train new hires (e.g., floor training, Six Sigma training)		
12. Assist with operations when needed (e.g., Christmas annex).		

## Operations Industrial Engineer – Duty & Job Characteristics Survey

In this section, you will rate a series of job characteristic statements using two (2) scales: **Frequency Experienced** and **Opportunity for Criminal/Illegal Behavior**.

As you review each job characteristic, first decide whether it is a characteristic of the Operations Industrial Engineer job. If it is a characteristic of the job, please indicate how frequently it occurs on the job followed by the extent to which it provides opportunity for criminal or illegal behavior. ***If a job characteristic does not occur on the job, rate the Frequency Experienced and Opportunity for Criminal/Illegal Behavior as a "0."***

### Frequency Experienced Scale

The Frequency Experienced scale asks how **frequently** each job characteristic occurs on the Operations Industrial Engineer job.

Please take a moment to review the rating scale below.

FREQUENCY EXPERIENCED		
How frequently does an Operations Industrial Engineer experience this Job Characteristic in the course of performing his/her job duties?		
<b>0</b>	<b>Not Experienced</b>	This is not a characteristic of the Operations Industrial Engineer job.
<b>1</b>	<b>Less than Once a Month</b>	An Operations Industrial Engineer experiences this job characteristic less frequently than once per month.
<b>2</b>	<b>Monthly</b>	An Operations Industrial Engineer experiences this job characteristic once or twice a month, but not weekly.
<b>3</b>	<b>Weekly</b>	An Operations Industrial Engineer experiences this job characteristic one or more times a week, but not daily.
<b>4</b>	<b>Once or Twice a Day</b>	An Operations Industrial Engineer experiences this job characteristic once or twice a day.
<b>5</b>	<b>Many Times a Day</b>	An Operations Industrial Engineer experiences this job characteristic many times a day.

**Opportunity for Criminal/Illegal Behavior Scale**

The Opportunity for Criminal/Illegal Behavior scale asks how much opportunity an Operations Industrial Engineer has to commit criminal or illegal behavior for each job characteristic that is part of the job. In other words, if an Operations Industrial Engineer was determined to engage in criminal or illegal behavior, to what extent would each job characteristic provide the OIE with an opportunity to do something criminal or illegal.

Please take a moment to review the rating scale below.

<b>Opportunity for Criminal/Illegal Behavior</b>		
<b>To what extent does this Job Characteristic provide an Operations Industrial Engineer the opportunity to engage in criminal or illegal behavior?</b>		
<b>0</b>	<b>No Opportunity</b>	This job characteristic provides no opportunity for an Operations Industrial Engineer to engage in criminal or illegal behavior.
<b>1</b>	<b>Very Little Opportunity</b>	This job characteristic provides very little opportunity for an Operations Industrial Engineer to engage in criminal or illegal behavior.
<b>2</b>	<b>Some Opportunity</b>	This job characteristic provides some opportunity for an Operations Industrial Engineer to engage in criminal or illegal behavior.
<b>3</b>	<b>A Lot of Opportunity</b>	This job characteristic provides a lot of opportunity for an Operations Industrial Engineer to engage in criminal or illegal behavior.

**Additional Guidelines**

Please follow the guidelines below when making your ratings:

- Read each job characteristic carefully and thoroughly before making your ratings.
- Complete the survey on your own without the help of others. We are interested in your independent ratings.
- This is not a test. There are no “right” or “wrong” answers. Simply make your ratings based on your personal experience performing or supervising the job.
- Periodically review the rating scales to ensure you are using the scales consistently throughout the rating process.
- Write clearly and legibly.

## Operations Industrial Engineer – Duty & Job Characteristics Survey

### Job Characteristics Ratings

	Frequency Experienced (0-5)  <i>How frequently does an Operations Industrial Engineer experience this Job Characteristic?</i>	Criminal/Illegal Opportunity (0-3)  <i>To what extent does this Job Characteristic provide an Operations Industrial Engineer the opportunity to engage in criminal or illegal behavior?</i>
1. Has access to Postal Service databases (e.g., budgets, e-flash, sort plans, container information, mail routes, postal fleet).		
2. Has access to sensitive/confidential documents, including personal identifying information (e.g., databases with customer or employee information).		
3.		
4. Has access to merchandise or goods (e.g., packages, items in stores where mail is being delivered).		
5. Has authority to use company funds (e.g., travel cards).		
6. Encounters illegal substances that must be transported to proper holding facility.		
7. Has access to customer mail and packages.		
8. Has access to office resources (e.g., copiers, pens, forms, telephone).		
9. Handles cash and coin (e.g., money bags, cash in opened mail).		
10. Handles checks and money orders.		
11. Interacts with customers in public spaces such as businesses, schools, churches, hospitals and daycare facilities.		

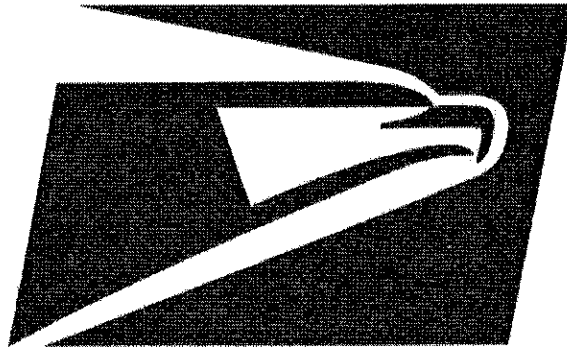
## Operations Industrial Engineer – Duty & Job Characteristics Survey

	<b>Frequency Experienced (0-5)</b>  <i>How frequently does an Operations Industrial Engineer experience this Job Characteristic?</i>	<b>Criminal/Illegal Opportunity (0-3)</b>  <i>To what extent does this Job Characteristic provide an Operations Industrial Engineer the opportunity to engage in criminal or illegal behavior?</i>
12. Completes tasks that if done incorrectly could physically injure self or others (e.g., improper use of machinery, poor design of equipment layouts).		
13. Has <b>unsupervised</b> access to buildings such as offices, hospitals, military bases, government buildings, and educational institutions.		
14. Has <b>supervised</b> access to buildings such as offices, hospitals, military bases, government buildings, and educational institutions.		
15. Has access to master keys and electronic gate keys.		
16. Has access to lock boxes and the keys/codes required to open them.		
17. Has access to customer PO boxes.		
18. Has access to post offices other than home post office.		
19. Maintains logs of deliveries, inventories and/or orders (e.g., verified drop shipments, mail on hand).		
20. Drives personal vehicles as part of job responsibilities.		
21. Drives company vehicles as part of job responsibilities.		

**End of Survey**

You have completed the survey. Please ensure you are satisfied with your ratings before submitting.

Thank you for your participation!



**UNITED STATES**  
**POSTAL SERVICE**

---

**Job Analysis Survey – Duty & Job Characteristics**

**Rural Carrier Associate (RCA)**

**aptMetrics<sup>®</sup>**  
Global Strategies for Talent Management.

**Overview**

The United States Postal Service has partnered with *APTMetrics* to conduct a job analysis of the Rural Carrier Associate role. The results from this job analysis will be used to ensure that qualified individuals are selected for the Rural Carrier Associate role.

*APTMetrics* has conducted job observations, interviews, and focus groups with Rural Carrier Associates, supervisors and other employees of the United States Postal Service.

**At this time we would like to ask you to complete a survey to provide critical information about the Rural Carrier Associate role.** There are three sections in this survey:

- Section I. Job Duty Ratings
- Section II. Job Characteristic Ratings

**Please note that your input is entirely confidential.** Your responses will not be identified to anyone within the United States Postal Service, and results will only be reported in the aggregate.

Our output is only as good as the information we obtain from you, so please answer as honestly and as accurately as you can.



## Rural Carrier Associate – Duty & Job Characteristics Survey

### Job Duty Survey Instructions

In this section, you will be presented with a number of job duties. Please rate each duty on its importance to the job and the frequency with which it is performed by Rural Carrier Associates.

As you review each job duty, first decide whether this is a duty that is performed on the Rural Carrier Associate job. If it is, please rate its importance to the job followed by how frequently it is performed it. ***If it is not performed by the Rural Carrier Associate, rate both Importance and Frequency Performed as a "0."***

#### Importance Scale

The Importance scale asks you how important the duty is to ***performing the Rural Carrier Associate job effectively.***

Please take a moment to review the rating scale below.

IMPORTANCE		
How important is this duty to performing the Rural Carrier Associate job effectively?		
<b>0</b>	<b>Not Performed</b>	A Rural Carrier Associate does <i>not</i> perform this duty.
<b>1</b>	<b>Minor Importance</b>	Although part of a Rural Carrier Associate's job, this duty is <i>not very important</i> . How well a RCA performs this duty has <i>relatively little</i> impact on the RCA's overall job performance.
<b>2</b>	<b>Important</b>	This duty is <i>important</i> to performing a Rural Carrier Associate's job effectively. How well a RCA performs this duty has <i>meaningful</i> impact on the RCA's overall job performance.
<b>3</b>	<b>Critical</b>	This duty is <i>critical</i> to performing the Rural Carrier Associate job effectively. How well a RCA performs this duty is certain to have <i>substantial</i> impact on the RCA's overall job performance.

Not every job duty is critically important to job success. Duties that are moderately important or not important to job success should be given a lower importance rating.

**Frequency Performed Scale**

The Frequency Performed scale asks how *frequently a Rural Carrier Associate performs the duty.*

Please take a moment to review the rating scale below.

<b>FREQUENCY PERFORMED</b>		
How frequently does a Rural Carrier Associate perform this duty?		
<b>0</b>	<b>Not Performed</b>	A Rural Carrier Associate does not perform this duty.
<b>1</b>	<b>Less than Once a Month</b>	A Rural Carrier Associate performs this duty less frequently than once per month.
<b>2</b>	<b>Monthly</b>	A Rural Carrier Associate performs this duty once or twice a month, but not weekly.
<b>3</b>	<b>Weekly</b>	A Rural Carrier Associate performs this duty one or more times a week, but not daily.
<b>4</b>	<b>Once or Twice a Day</b>	A Rural Carrier Associate performs this duty once or twice a day.
<b>5</b>	<b>Many Times a Day</b>	A Rural Carrier Associate performs this duty many times a day.

**Additional Guidelines**

Please follow the guidelines below when making your ratings:

- Read each duty carefully and thoroughly before making your ratings.
- Complete the survey on your own without the help of others. We are interested in your independent ratings.
- This is not a test. There are no “right” or “wrong” answers. Simply make your ratings based on your personal experience performing or supervising the job.
- Periodically review the rating scales to ensure you are using the scales consistently throughout the rating process.
- Write clearly and legibly.

## Rural Carrier Associate – Duty & Job Characteristics Survey

### Job Duty Ratings

	Importance (0-3)	Frequency Performed (0-5)
	<i>How important is this duty to performing the Rural Carrier Associate job effectively?</i>	<i>How frequently does a Rural Carrier Associate perform this duty?</i>
1. Gather packages and collect buggies to prepare for delivery.		
2. Case the route by sorting mail/packages and putting them in delivery order.		
3. Load packages in vehicle in specific delivery order.		
4. Scan packages and route markers at beginning and end of route.		
5. Enter buildings using safety codes or keys.		
6. Check for customer holds, forwards, and other requests, and ensure mail/packages are handled accordingly.		
7. Prioritize delivery of express packages.		
8. Gather delivery signatures for express packages (when necessary).		
9. Carry a bank of stamps for sale.		
10. Collect money for postage sales.		
11. Deliver mail to customers.		
12. Collect postage due and cash on deliveries.		
13. Collect mail to be sent from customers.		
14. Check premium mail/packages and forward as appropriate.		

**Rural Carrier Associate – Duty & Job Characteristics Survey**

	<b>Importance (0-3)</b>  <i>How important is this duty to performing the Rural Carrier Associate job effectively?</i>	<b>Frequency Performed (0-5)</b>  <i>How frequently does a Rural Carrier Associate perform this duty?</i>
15. Drive and park personal or company-supplied vehicles safely and defensively, including following safe parking procedures such as curbing wheels.		
16. Secure vehicles when unattended.		

## Rural Carrier Associate – Duty & Job Characteristics Survey

In this section, you will rate a series of job characteristic statements using two (2) scales: **Frequency Experienced** and **Opportunity for Criminal/Illegal Behavior**.

As you review each job characteristic, first decide whether if it is a characteristic of the Rural Carrier Associate job. If it is a characteristic of the job, please indicate how frequently it occurs on the job followed by the extent to which it provides opportunity for criminal or illegal behavior. ***If a job characteristic does not occur on the job, rate the Frequency Experienced and Opportunity for Criminal/Illegal Behavior as a "0."***

### Frequency Experienced Scale

The Frequency Experienced scale asks how ***frequently*** each job characteristic occurs on the Rural Carrier Associate job.

Please take a moment to review the rating scale below.

<b>FREQUENCY EXPERIENCED</b>		
How frequently does a Rural Carrier Associate experience this Job Characteristic in the course of performing his/her job duties?		
<b>0</b>	<b>Not Experienced</b>	This is not a characteristic of the Rural Carrier Associate job.
<b>1</b>	<b>Less than Once a Month</b>	A Rural Carrier Associate experiences this job characteristic less frequently than once per month.
<b>2</b>	<b>Monthly</b>	A Rural Carrier Associate experiences this job characteristic once or twice a month, but not weekly.
<b>3</b>	<b>Weekly</b>	A Rural Carrier Associate experiences this job characteristic one or more times a week, but not daily.
<b>4</b>	<b>Once or Twice a Day</b>	A Rural Carrier Associate experiences this job characteristic once or twice a day.
<b>5</b>	<b>Many Times a Day</b>	A Rural Carrier Associate experiences this job characteristic many times a day.

**Opportunity for Criminal/Illegal Behavior Scale**

The Opportunity for Criminal/Illegal Behavior scale asks how much opportunity a Rural Carrier Associate has to commit criminal or illegal behavior for each job characteristic that is part of the job. In other words, if a Rural Carrier Associate was determined to engage in criminal or illegal behavior, to what extent would each job characteristic provide the Carrier with an opportunity to do something criminal or illegal.

Please take a moment to review the rating scale below.

<b>Opportunity for Criminal/Illegal Behavior</b>		
<b>To what extent does this Job Characteristic provide a Rural Carrier Associate the opportunity to engage in criminal or illegal behavior?</b>		
<b>0</b>	<b>No Opportunity</b>	This job characteristic provides no opportunity for a Rural Carrier Associate to engage in criminal or illegal behavior.
<b>1</b>	<b>Very Little Opportunity</b>	This job characteristic provides very little opportunity for a Rural Carrier Associate to engage in criminal or illegal behavior.
<b>2</b>	<b>Some Opportunity</b>	This job characteristic provides some opportunity for a Rural Carrier Associate to engage in criminal or illegal behavior.
<b>3</b>	<b>A Lot of Opportunity</b>	This job characteristic provides a lot of opportunity for a Rural Carrier Associate to engage in criminal or illegal behavior.

**Additional Guidelines**

Please follow the guidelines below when making your ratings:

- Read each job characteristic carefully and thoroughly before making your ratings.
- Complete the survey on your own without the help of others. We are interested in your independent ratings.
- This is not a test. There are no “right” or “wrong” answers. Simply make your ratings based on your personal experience performing or supervising the job.
- Periodically review the rating scales to ensure you are using the scales consistently throughout the rating process.
- Write clearly and legibly.

## Rural Carrier Associate – Duty & Job Characteristics Survey

### Job Characteristics Ratings

	Frequency Experienced (0-5)	Criminal/Illegal Opportunity (0-3)
	<i>How frequently does a Rural Carrier Associate experience this Job Characteristic?</i>	<i>To what extent does this Job Characteristic provide a Rural Carrier Associate the opportunity to engage in criminal or illegal behavior?</i>
1. Has access to sensitive/confidential documents, including personal identifying information (e.g., checks, bank statements, cash, credit cards, gift cards, credit card statements, stocks, financial statements).		
2. Has access to money left in mailboxes		
3. Has access to keys left in mailboxes.		
4. Has access to merchandise or goods (e.g., Amazon packages, items in stores where mail is being delivered).		
5. Has access to Postal Service goods for sale (e.g., stamps).		
6. Has access to the use of Postal Service credit and gas cards.		
7. Encounters illegal substances that must be transported to proper holding facility.		
8. Has access to customer mail and packages.		
9. Has access to office resources (e.g., copiers, pens, forms, telephone).		
10. Handles cash and coin (e.g., CODs, postage due).		
11. Handles checks and money orders.		
12. Has access to prescription drugs that are mailed.		
13. Interacts with customers in private spaces such as their homes.		
14. Interacts with customers in public spaces such as businesses, schools, churches, hospitals and daycare facilities.		

## Rural Carrier Associate – Duty & Job Characteristics Survey

	Frequency Experienced (0-5)  <i>How frequently does a Rural Carrier Associate experience this Job Characteristic?</i>	Criminal/Illegal Opportunity (0-3)  <i>To what extent does this Job Characteristic provide a Rural Carrier Associate the opportunity to engage in criminal or illegal behavior?</i>
15. Maintains information and records on customers (e.g., forwarding and hold addresses, delivery instructions for houses/apartments, troublesome dogs).		
16. Responsible for retrieving merchandise such as parts and goods from businesses, including home businesses.		
17. Completes tasks that if done incorrectly could physically injure self or others (e.g., driving, lifting, twisting/turning, loading truck).		
18. Carries items that could be used as a weapon (e.g., dog spray, pocket knives, scissors, hammers).		
19. Has <b>unsupervised</b> access to buildings such as offices, hospitals, military bases, government buildings, and educational institutions.		
20. Has <b>supervised</b> access to buildings such as offices, hospitals, military bases, government buildings, and educational institutions.		
21. Has access to master keys and electronic gate keys.		
22. Has access to lock boxes and the keys/codes required to open them.		
23. Has access to customer PO boxes.		
24. Has access to post offices other than home post office.		
25. Maintains logs of deliveries and/or orders (e.g., certified/registered mail).		
26. Drives personal vehicles as part of job responsibilities.		
27. Drives company vehicles as part of job responsibilities.		



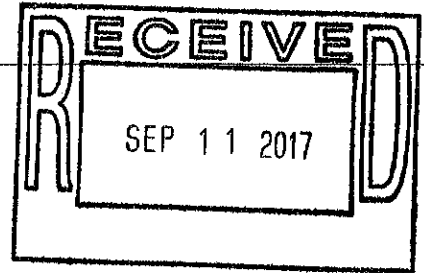
## Rural Carrier Associate – Duty & Job Characteristics Survey

### **End of Survey**

You have completed the survey. Please ensure you are satisfied with your ratings before submitting.

Thank you for your participation!

LABOR RELATIONS



September 7, 2017

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

**Certified Mail Tracking Number:**  
70161370000230149756

Dear Mark:

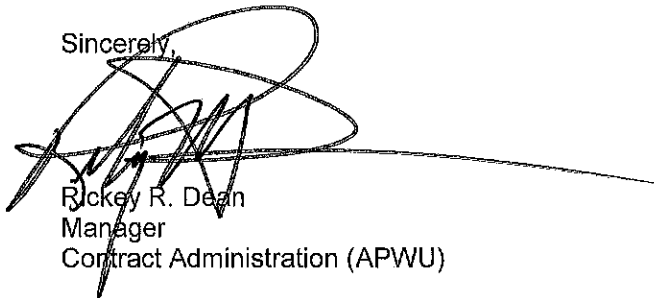
As a matter of general interest, the Postal Service plans to convert Remotely Managed Post Offices (RMPOs) Level 2, 4 and 6 that use the Retail Systems Software (RSS) to Single Drawer Accountability.

Single Drawer Accountability (SDA) is a single accountability comprised of stamp stock, cash, and money orders. It does not include unit reserve stock or individual accountabilities. Currently, SDA is used for non-Point of Sale (POS) RMPOs Level 2, 4 and 6. Policies will apply as stated in Handbook F-101, Chapter 24.

Enclosed on compact disc is a list of offices with the deployment schedule. Conversion of all listed offices is scheduled for September and October.

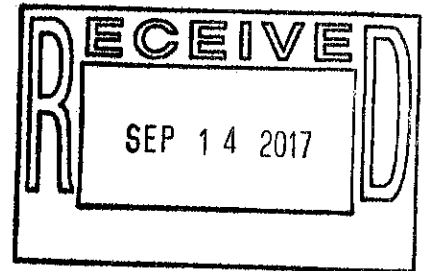
If you have any questions about this matter, please contact Shannon Richardson at extension 5842.

Sincerely,

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

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure



September 12, 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 issued guidance concerning employee participation in optional Breast Cancer Awareness Month promotional activities consisting of a flyer and a memo from Dave Williams, Chief Operating Officer, and Michael Elston, Associate General Counsel and Chief Ethics and Compliance Officer (enclosed).

Additionally, Vice President, Labor Relations, Douglas Tulino, has authorized an exception to Employee and Labor Relations Manual, Section 933.8, to allow all employees, including uniformed employees, to wear approved, specialized t-shirts for authorized Breast Cancer Awareness Month activities. The only t-shirts that may be worn during these events are those purchased through the authorized vender and those that were approved in 2016 by the Ethics Office.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures



September 7, 2017

AREA VICE PRESIDENTS  
DISTRICT MANAGERS

SUBJECT: Breast Cancer Awareness Month Promotional Events and Activities

October is Breast Cancer Awareness (BCA) Month, an educational campaign sponsored by major breast cancer research and support organizations that are not affiliated with the Postal Service. The Postal Service has traditionally highlighted its Breast Cancer Research Semipostal Stamp (BCR stamp) in October on [www.usps.com](http://www.usps.com) and in social media to remind the public that BCR stamp purchases help raise breast cancer research funds for the National Institutes of Health and the Medical Research Program of the Department of Defense. As of May 2017, BCR stamp sales had generated \$84.4M for these programs since the first BCR stamp was issued in 1998.

Unfortunately, some BCA month activities in our facilities have raised concerns over the years, and conflicted with postal policies and federal laws, including Combined Federal Campaign (CFC) regulations, trademark and licensing laws, and government ethics rules. Well-meaning employees have engaged in activities involving, among other things, promoting support for specific charities, soliciting donations from their communities for contest prizes, and wearing t-shirts that violated postal trademark and licensing policies. Last year, to help ensure compliance with applicable laws and policies, headquarters provided guidance on BCA month activities, events, and t-shirts.

Labor Relations Vice President Doug Tulino has again authorized an exception to ELM Section 933.8 so that employees may wear special t-shirts in October 2017 in connection with pre-approved BCA activities. Consistent with this exception, all employees, including uniformed employees, may – on a purely voluntary basis – wear special *approved* t-shirts for approved activities. The Postal Service has arranged for Staples, a licensed postal vendor, to offer approved BCA month t-shirts (featuring the same design as last year) to employees who wish to purchase them. Within the next few days, a link to the website where employees may purchase the t-shirts from Staples will be circulated. Alternatively, employees may wear BCA month t-shirts that were approved in 2016 through correspondence with the Ethics Office.

Employees should be mindful that the postal funds spent on activities and events to promote sales of the BCR stamp must be reported in accordance with ASM Section 646. Promotional expenditures are reported by local facilities to the District, which reports the District total to the Area, which reports the Area total to Corporate Accounting. High promotional expenditures create the risk of a decrease in the amount of funds available for distribution to the designated research organizations.

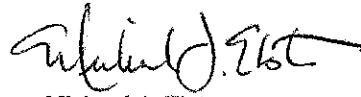
The attached flyer identifies certain dos and don'ts for BCA month promotional events and activities. To request review and approval of a BCA month event or activities, send the following information to [Ethics.Help@usps.gov](mailto:Ethics.Help@usps.gov): a full description of the proposed event/activity; the facility name; the name and contact information of the responsible supervisor/manager; the dates, times and locations of the activities, and who will be involved. The Ethics Office will promptly respond to all requests.

Please share this letter and the attached flyer with the facilities in your area to help ensure that 2017 BCA month events and activities comply with federal laws and postal policies.

Thank you for your cooperation.



David E. Williams  
Chief Operating Officer and  
Executive Vice President



Michael J. Elston  
Associate General Counsel and  
Chief Ethics & Compliance Officer

## GUIDELINES FOR BREAST CANCER AWARENESS MONTH

**PLEASE CAREFULLY READ AND FOLLOW THESE GUIDELINES  
TO BE SURE YOUR ACTIVITIES COMPLY WITH APPLICABLE LAWS AND POLICIES.**

October is Breast Cancer Awareness (BCA) month, an educational campaign sponsored by major breast cancer research/support organizations not affiliated with the Postal Service. BCA month also serves as a reminder to our employees and the public that the purchase of Breast Cancer Research (BCR) semipostal stamps helps raise breast cancer research funds for the National Institutes of Health and the Medical Research Program of the Department of Defense.

**In the past, certain activities promoting the BCR semipostal stamp and BCA month have raised concerns and conflicted with federal laws and postal policies. These guidelines are intended to prevent noncompliance. Contact the USPS Ethics Office with questions at [Ethics.Help@usps.gov](mailto:Ethics.Help@usps.gov).**

### ACTIVITIES AND EVENTS

**To be approved, BCA month activities and events must comply with the following guidelines:**

- Only the BCR semipostal articles and press releases that have been *approved and provided by HQ Corporate Communications, Stamp Services and HQ Marketing* can be provided to the media. **Do not create such materials on your own.**
- Marketing has not authorized any postcards, flyers or letters to promote the BCR semipostal stamp to customers. **Do not create your own correspondence or send out versions you may have used in the past.** Marketing campaigns and activities focused on the BCR semipostal (as well as any other stamp or semipostal) are coordinated and approved **only** through Brand Marketing, Corporate Licensing, and Stamp Services.
- Do not ask or permit outside organizations to leave or hand out BCA-related materials in postal lobbies or on postal property. This is prohibited by postal and federal regulations.
- **At no time** (including the month of October) may outside organizations be permitted to engage in awareness or charitable activities in postal lobbies or on postal property.
- Do not conduct BCA-related raffles and drawings **unless everyone may enter for free.** Entry cannot be related *in any way* to the purchase of BCR semi-postal stamps or any other postal product or service. This is true regardless of the nature of the drawing prizes or their value. Drawing prizes must be either *voluntarily* donated by employees, or paid for with postal funds *if funds are available and authorized by Finance and appropriate managers*. Please contact the Ethics Office about conducting a drawing/raffle.
- Reaching out to community members – businesses, non-profits or individuals – *to request donations of any kind* is not allowed for BCA month or any other event/purpose. Federal regulations prohibit employees from soliciting or accepting gifts (anything of monetary value) from customers and other outside sources unless an exception applies. **There is no exception related to BCA month that would permit employees to seek donations of refreshments, prizes, etc., from any outside source.**
- The Postal Service's Community Service Activities Policy (ASM 333.7) allows employees to seek official approval of **employee participation in existing community activities that meet the eligibility criteria.** This policy *cannot* be used to authorize official employee participation in activities that will involve having outside groups interacting with postal customers on postal property. This policy *can* be used to request approval for postal employees to participate individually or as teams in existing community service activities such as BCA runs, walks, and events. Contact the Ethics Office for more information.
- **ASM Section 646** states that *unless Stamp Services grants an exception, the total cost of promotional activities for any semipostal stamp should not exceed \$3,000 per Area.* All local promotional costs are reported to the District, the District's total is reported to the Area, and the Area's total is reported to Corporate Accounting. Please contact Ed Obobi, Corporate Accounting, with any questions about reporting promotional costs.
- **In 2016, overall promotional costs exceeded the incremental sales, and reduced the contributions made to the two designated breast cancer research programs.** To prevent this in 2017, spend less on all BCR promotional activities (t-shirts, decorations, food, etc.).

## GUIDELINES FOR BREAST CANCER AWARENESS MONTH

### BCA MONTH T-SHIRTS

- The vice president, Labor Relations, has authorized an exception to ELM 933.6 (Apparel Worn for Promotional Purposes) so that uniformed employees may wear pre-approved BCA month t-shirts *in connection with authorized promotional activities* during October 2017.
- The vice president, Retail & Customer Service Operations, has authorized retail lobby employees to wear pre-approved BCA month t-shirts in October 2017 **on one business day each week**, at the discretion of the facility head. Wearing the shirts more frequently, or wearing any other item that is not part of the official uniform, is not authorized.
- Non-uniformed employees may wear pre-approved BCA month t-shirts during work hours in October 2017 with the approval of their facility head, who will also determine how often the shirts may be worn.
- **Wearing a BCA month t-shirt is a voluntary activity – no one can be required to wear one.**
- Approved t-shirts (same as 2016 design) may be ordered by employees from Staples, an official postal licensee, for one week starting Monday, Sept. 11, through Monday, Sept. 18. The special web address for placing orders is: <https://usps.bnr.corpmerchandise.com/bca2017/>.
- **All postal funds used to purchase t-shirts are promotional costs that can reduce the contributions made to the designated research organizations.** Employees who want t-shirts may pool their individual orders (10 shirt minimum per order), and use personal funds or a personal credit card to pay for them. Remember, **wearing a t-shirt is voluntary!**
- **No new t-shirt designs will be approved this year.** Any t-shirt design that was approved through the Ethics Office in 2016 is *automatically approved* to be worn in October 2017. This includes the t-shirts sold last year by Lands' End.

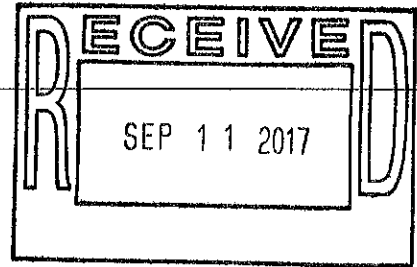
### OFFICE DECORATIONS

The Postal Service closely manages the use of its own trademarks and licensed visual elements, such as, for example, the Postal Service's corporate logo and certain trademarked phrases. We must all be careful to respect and guard the use of postal trademarks and licensed visual elements, AND respect trademarks and images owned and licensed by others.

1. Images of U.S. Postage Stamps—including the Breast Cancer Research semipostal stamp—are NOT within the public domain. **The Breast Cancer Research semi-postal design is covered by agreements that restrict how it can be used.** If you are creating decorations for your facility, do not use stamp images of any kind.
2. The following Postal Service-owned *visual elements* and *trademarks* may be used on decorations:
  - a. FUND THE FIGHT. FIND A CURE.®
  - b. #POSTALPROUD™
  - c. POSTAL PROUD™
  - d. The pink ribbon image created by the Postal Service (see below).
3. **Only the slogans and image listed above should be used.** Many of the BCA-related images and phrases found on the internet are NOT within the public domain, and are protected by copyright law and/or trademark law. **Do not use them.**
4. **Even with an organization's permission, the trademarks, logos, and slogans of specific BCA-related organizations must never be used** because it is improper for the Postal Service to even *appear* to favor one particular charitable organization over another.
5. Items such as balloons, crepe paper, etc., that are pink and do not contain an image or slogan are permissible. Purchases of decorations with postal funds must be reported as promotional costs.
6. The Postal Service created a pink ribbon that can be used. Please contact us for the image.

**Questions? Contact [Ethics.Help@usps.gov](mailto:Ethics.Help@usps.gov)**

*These guidelines were developed with input from the following USPS organizations: Retail & Customer Service Operations, Stamp Services, Brand & Policy, Licensing, Labor Relations, Finance, Operations, and Legal.*



September 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:**  
70161370000230149800

Dear Brian

As a matter of general interest, the Postal Service is planning nationwide implementation of the USPS Retail Customer Appointment Scheduler (formerly titled Passport Appointment Scheduler (PAS)) on September 30. Notice was provided to the Union on this initiative by letter dated May 22 (enclosed).

As previously informed, the passport application scheduler program will provide customers the ability to schedule, view, edit and cancel appointments through a web-based system for first-time passport applicants. The scheduler will be implemented in offices that currently provide passport application services by appointment. Walk-in services will still be available.

Training for the program is being developed and will be provided when available.

Enclosed are a PowerPoint and Frequently Asked Questions (FAQs) that further explains the program.

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

Sincerely,

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

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosures





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,

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

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosures

## USPS Retail Customer Appointment Scheduler Frequently Asked Questions Customer Edition

### General Questions

**1. What is the USPS Retail Customer Appointment Scheduler™?**

The USPS Retail Customer Appointment Scheduler™ is a web-based application that allows customers to schedule an appointment at their local Post Office™ facility [or “location”] offering included services. Passport appointment scheduling will be the first service offered through the USPS Retail Customer Appointment Scheduler™. (First time passport applications only. For renewals visit the [Department of State’s passport renewal page](#).)

**2. Will I be able to schedule an appointment online at all Post Office™ locations?**

No. Online scheduling is currently only available at participating Post Office locations. Use the Postal Locator on [usps.com](http://usps.com) to determine if your local Post Office™ facility offers passports by appointment.

**3. How long will a passport appointment take?**

An appointment should take approximately 10 to 15 minutes depending if you need a passport photo taken. For family appointments, add 15 minutes for each additional family member.

**4. Are passport photo services available?**

Yes. Photo services will be available at select Post Office locations. Use the Postal Locator to determine if photos can be taken at your local Post Office™ facility.

### Searching for and Booking an Appointment

**1. How many appointments are available on the USPS Retail Customer Appointment Scheduler™?**

The USPS Retail Customer Appointment Scheduler™ will schedule a passport application appointment every 15 minutes during passport hours of operation.

You can find your local Post Office™ facility's passport hours of operation through the [Postal Locator](#).

**2. What time do Post Office facilities offer passport appointments?**

Every location has different hours for passport services. Use the Postal Locator to find out the times at your local Post Office™ facility and if an appointment is required.

**3. What age is considered a minor?**

All individuals 15 years of age or younger must apply for passports in person and be accompanied by both guardians. Single parents must present legal proof they are solely responsible for the child. Passports issued to minors are valid for only five years.

**4. What age is considered an adult?**

All individuals 16 years of age or older are considered adults. Individuals 16 and 17 years old must apply for a passport in person accompanied by a guardian or parent. Adults aged 18 or older may apply for a passport without being accompanied by a parent or guardian.

**5. How far in advance can I book my appointment?**

Customers are able to make appointments up to 4 weeks in advance through the USPS Retail Customer Appointment Scheduler™.

**6. Is there a cut-off time for scheduling a same-day appointment?**

Customers are able to schedule appointments until 2 a.m. Central Time the day of their requested appointment.

**7. Will I receive appointment reminders?**

Yes. You will receive a confirmation email immediately after you book your appointment and a notification email 24 hours before the appointment.

**8. Will I be briefed on necessary documents to bring for the appointment?**

Yes. A list of necessary documents will be listed both on the USPS Retail Customer Appointment Scheduler™ website and within the confirmation email. All necessary forms are viewable on the [Department of State website](#).

**9. Is the USPS Retail Customer Appointment Scheduler™ available in another language?**

No. Currently, the USPS Retail Customer Appointment Scheduler™ is only available in English.

**10. Can I schedule an appointment if I don't have internet/computer access?**

Currently, customers unable to book their appointments online are referred to a walk-in site. You can find your nearest Post Office accepting walk-ins through the Postal Locator on *usps.com*.

**11. How can I book a family appointment?**

The number of appointments will depend on the family size. There is a 6-person limit. Customers booking family appointments will choose the number of family members in need of appointments and the USPS Retail Customer Appointment Scheduler™ will provide a block of multiple 15-minute appointments to adequately service all family members. For example, a family of four will need a 60-minute appointment block.

**12. Can I schedule an appointment for someone who is not a family member?**

No. Customers are not allowed to make reservations for non-family members.

**Modifying or Canceling an Appointment**

**1. Where can I find my existing appointment?**

Customers are able to view their appointments in the confirmation email.

**2. Can I cancel my appointment?**

Yes. The confirmation email will have the choice to 'cancel' or 'edit' the appointment as well as schedule a new appointment.

**3. Can I change the time and/or location of my existing appointment?**

Customers can edit the time of their appointments from the confirmation page and email. To change the appointment location, customers will need to first cancel existing appointments and then schedule a new passport application appointment at their desired location.

**Arriving for your Appointment**

**1. What if I am late to my 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 appointments.

**2. How will I know where to check-in for my passport appointment?**

Post Office facilities should have clear signage directing customers to the appropriate counter or space for passport services. Please alert the retail associate at the passport area that you are here for your scheduled appointment or wait to have your name called.

**3. For a family appointment, what if not all family members have all required documentation? Will the family members with documentation still be processed?**

It is up to the customer whether he/she wishes to process only family members who have full documentation. A passport application will not be processed if full documentation is not present.

**4. What if the name of the customer does not match the name of the appointment?**

The name of the appointment should match the name of the customer requesting a passport. However, if the appointment is for a minor and was scheduled by a parent or guardian, the customer should specify when they approach the window. If the appointment was made by a family member, the customer should specify at the window so that the clerk is aware.

**Documents and Fees**

**1. What should I bring with me to the appointment?**

- Complete and print Form DS-11: Application for a U.S. Passport which can be found [here](#). (Document needs to be in black ink only. Do not sign the form)
- Proof of U.S. Citizenship, definition found on Form DS-11.
- Proof of identity, definition found on Form DS-11.

- Bring photocopies of the front and back of your U.S. Citizenship and Identification Document(s) (Refer to Form DS-11 for acceptable forms of U.S. Citizenship and identification)
- Appropriate form of payment. Prices and forms of payment for fees can be found at <https://travel.state.gov/content/passports/en/passports/information/fees.html>  
*Note: Debit and credit cards are not an appropriate form of payment for the Department of State application fees. Money orders can be purchased with a debit or credit card.*
- Appropriate passport photo. Note: Passport photos can be taken at select Post Office locations for an additional \$15 fee.

## **2. How much is the passport application fee?**

Visit the Department of State's [website](#) for the most current application fees.

*Note: Debit and credit cards are not an appropriate form of payment for the Department of State application fee. Money orders can be purchased with a debit or credit card.*

## **Passport Renewal Instructions**

### **1. How do I renew my passport?**

The U.S. Department of State encourages those renewing a Passport Application to use a "traceable delivery method." The Postal Service recommends using one of these options, which include [USPS Tracking®](#) service and the following services:

- [Priority Mail Express®](#) (for overnight delivery requests to most U.S. locations)
- [Priority Mail®](#)

### **2. How do I expedite my passport renewal?**

To get a renewal application processed sooner, you can request expedited service from the Department of State for an additional fee of \$60. In addition, you can purchase [Priority Mail Express®](#) service to help speed your application to the U.S. Department of State.

**3. How do I track the status of my passport renewal?**

If you mail your application with Priority Mail Express® or Priority Mail® services, USPS Tracking® service

**4. How can I check my Passport renewal application status with Department of State?**

To check your Passport renewal application status, you can call the National Passport Information Center at 1-877-487-2778 or you can access the Online Passport System to check your application.



# Passport Optimization and Operational Enhancements

## USPS Retail Customer Appointment Scheduler™ Test Insights & Long Term Solution



### 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.



Confidential & Pre-Decisional





# Appointment Scheduler Plan and Background

**An enhanced Passport Services Strategy is launching nationally by end of FY2017**

## **Background**

- ❑ In FY2016, USPS® assessed the Passport Services market and found a need for USPS® to innovate to respond to a growing passport market and increasing customer demands for a higher quality customer experience
- ❑ To retain and grow its share of the market, USPS® designed a test to address operational challenges across the following categories:
  - **People:** Clerks and supervisors need to be engaged and customer-focused
  - **Process:** Customers demand a more streamlined in-store experience for passports
  - **Technology:** An enhanced digital passport presence can improve visibility and knowledge of the customer base
- ❑ A core component of efforts to enhance USPS® digital presence was to pilot the Appointment Scheduler in 16 sites

## **Plan Ahead**

**The USPS Retail Customer Appointment Scheduler™ (Appointment Scheduler) is launching nationally by end of FY 2017**

- ❑ Insights from the test are being used to inform development of the Appointment Scheduler and its implementation at nearly 3,000 USPS Post Office™ facilities that require appointments

1. Sourced from USPS EDW and Department of State reports to USPS Passport Services





# Pilot Benefits & Accomplishments

The Appointment Scheduler Pilot test yielded results based on key preparedness efforts that can be replicated in the national roll out

## Site Preparation Included:

- Developing an engaging user training on tool functionality and employee responsibility
- Supporting sites to meet readiness requirements (e.g. aligning staffing to support Passport hours)
- Creating Job Aids and field communications to support integration of pilot scheduler into business processes
- Engaging in regular communication with District Retail Teams to monitor the pilot scheduler's impact on site performance and address any field concerns

## Accomplishments of Pilot:


- ✓ Enabled customers to create and adjust their own appointments online
- ✓ Standardized the appointment process for both individual and family appointments
- ✓ Provided real-time electronic notification of appointment status
- ✓ Enabled access to multiple Post Office™ facilities across the country




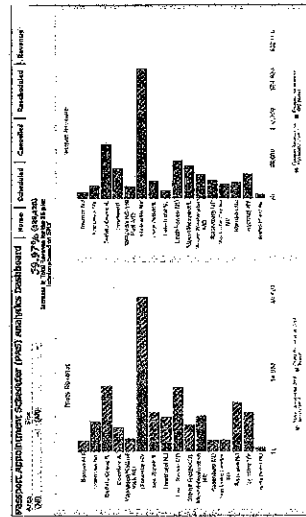
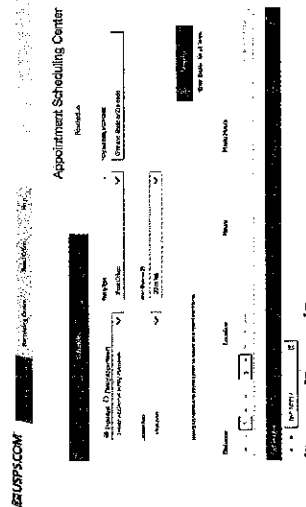



# Pilot Benefits & Accomplishments


## Appointment Scheduler Overview

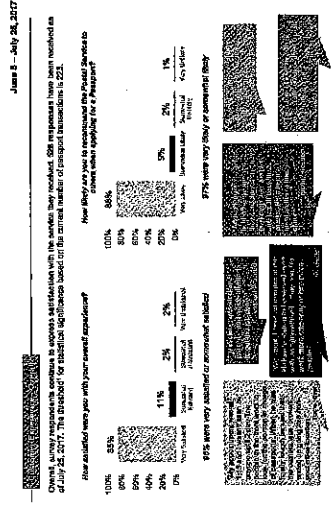
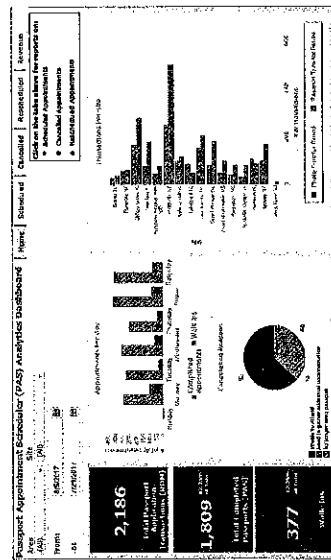
 Customers Have Made 2,001 Passport Appointments So Far

 Total revenue (Passport + Photo) has increased by 62% over SPLY



 Microstrategy Reporting Dashboard "Live" -- June 5th

 88% of Survey Respondents were very likely to recommend USPS to others



## Highlights

**62%**

Increase in Total (Photo + Passport) Revenue in the 16 pilot locations compared to SPLY

**2,001**

Appointments made through the Appointment Scheduler

**528**

Users chose to opt-in to take the survey on their Passport Experience

**96%**

Of Surveyed Customers Were "Satisfied" or "Very Satisfied" with their passport experience



Confidential & Pre-Decisional



# Appointment Scheduler Pilot Test Performance

During the Test period, June 3 through July 21, the 16 test sites have outperformed the control sites in terms of passport application revenue and photo revenue.



**PASSPORT  
APPLICATION  
REVENUE**

**\$3,662**

Average passport application revenue of test sites during the test period

**\$2,088**

Average passport application revenue of control sites during the test period

**+75%**

Percent difference in passport application revenue between test and control sites



**PHOTO  
REVENUE**

**\$1,380**

Average photo revenue of test sites during the test period

**\$756**

Average photo revenue of control sites during the test period

**+82%**

Percent difference in photo revenue between test and control sites





## USPS Retail Customer Appointment Scheduler™ Launch

The Appointment Scheduler to be released by end of FY2017 will provide customers with a streamlined process to digitally schedule appointments

*Customers will be able to:*

- Search for, schedule, view, cancel and reschedule passport appointments via USPS.com (individual and family)
- Experience a standardized appointment process (all appointments are made in 15 minute intervals)
- Receive real-time electronic notification of appointment status via e-mail confirmations
- Access to thousands of Post Office™ facilities across the country





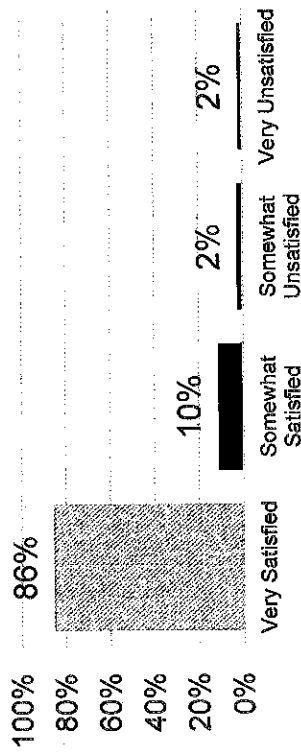
# Customer Experience Performance

June 5 - August 11, 2017

## Customer Experience - Overall

Overall, survey respondents continue to express **satisfaction** with the service they received. **528 responses** have been received as of July 25, 2017. The threshold<sup>1</sup> for statistical significance based on the current number of passport transactions is 223.

### How satisfied were you with your overall experience?



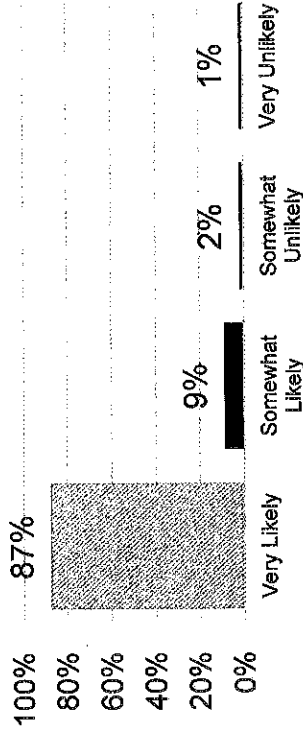
96% were very satisfied or somewhat satisfied

"My appointment was at 1:15 and I wasn't seen by anyone until 2 pm. The people in the front went to look for the person in charge of passports. When he was finally found, he said that the camera was broken. I ended up going to a non-post office location."   
Toms River

"[The clerk] was kind and patient...and made all efforts to get the job done."   
Mount Prospect

"We spent 1 hour 30 minutes at the Hicksville station to be served even with an appointment...they need to work more efficiently or hire more people."   
Hicksville

### How likely are you to recommend the Postal Service to others when applying for a Passport?



96% were very likely or somewhat likely

"After a long wait I got a hold of someone and they said they didn't have next month's calendar and to call back in 2 weeks. Person didn't mention the online option."   
Mount Prospect

"It's not everyday that one receives such exceptional customer service."   
Rockville Center

"Considering how busy they were, staff very friendly, helpful and professional."   
Mount Prospect

1. Based on SurveyMonkey Sample Size Calculator for 95% confidence level and 5% margin of error.





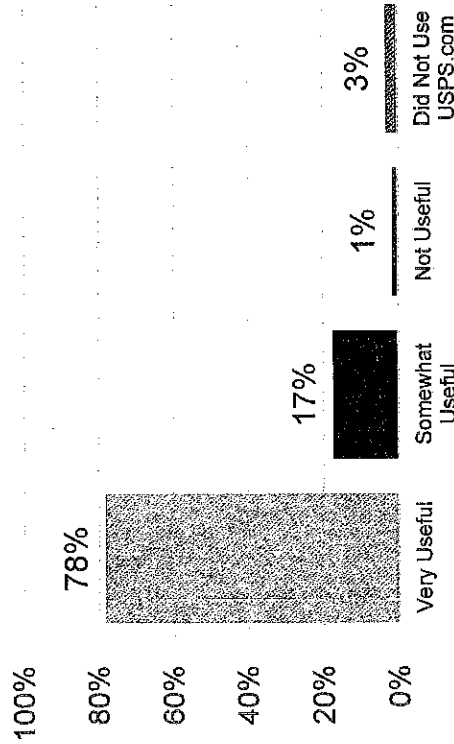
# Customer Experience Performance

June 5 – July 25, 2017

## Customer Experience – Before the Appointment

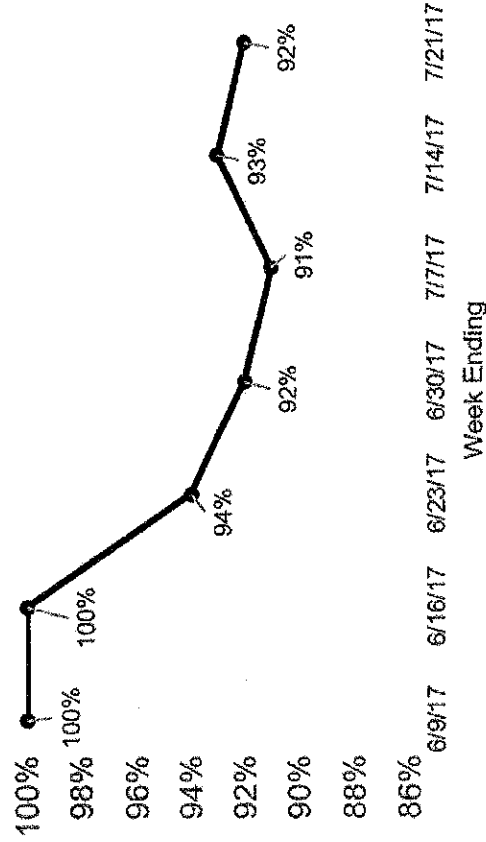
Most respondents found information on USPS.com helpful, and were able to quickly secure an appointment.

How useful was the information on USPS.com when applying for your Passport?



95% thought the information was very or somewhat useful

Percentage of Survey Respondents Able to Secure Appointment in 1-7 Days



92% were able to secure an appointment in 1-7 days this week





# Customer Experience Performance

June 5-August 11, 2017

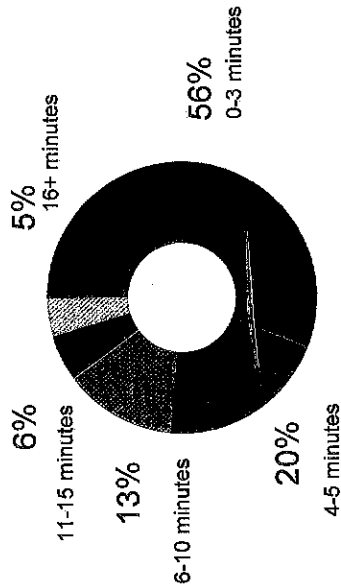
## Customer Experience – During the Appointment

Most respondents reported that the journey to the passport clerk in the Post Office™ facility is clear and was aided by a lobby assistant; this number should increase once facilities install proper signage in accordance with the test plan.

**80%** of respondents thought it was clear where to go for passport services.

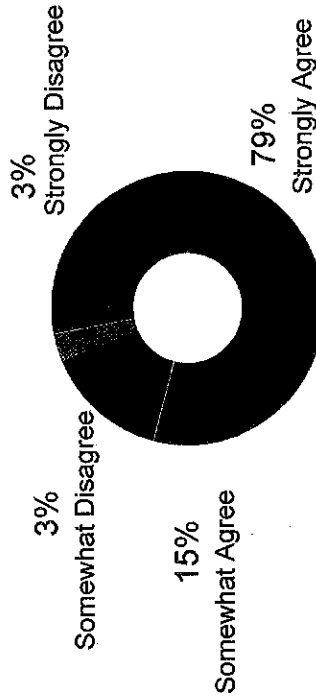
**71%** of respondents reported lobby assistance in the Post Office.

How long did you have to wait at the Post Office to be served?



76% waited under 5 minutes

Was the time you had to wait acceptable?



94% strongly agree or somewhat agree







# Customer Experience Performance

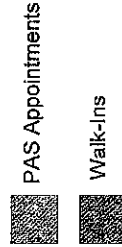
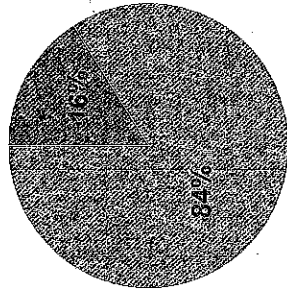
June 5 - July 25, 2017

## Appointment Scheduler Dashboard Activity

The Appointment Scheduler is continuing to see increased adoption by customers and retail users, with the percentage breakdown of appointments increasing from last week and the number of appointments not closed out decreasing.

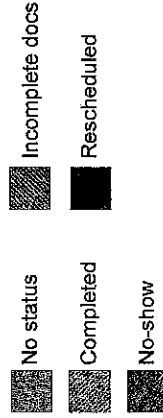
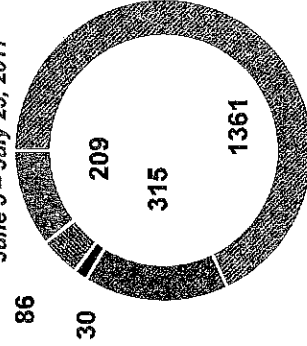
### Passport Transaction Type

All 16 Test Sites  
June 5 - July 25, 2017



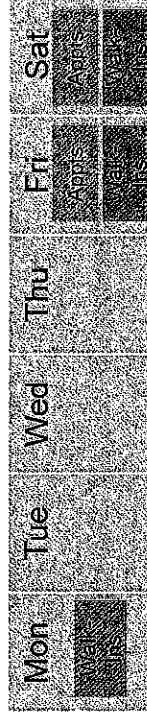
### Appointment Scheduler Appointment Status

All 16 Test Sites  
June 5 - July 25, 2017



Number of appointments closed has significantly improved

### Most Popular Days by Transaction Type



### Most Popular Appointment Hours





# USPS Retail Customer Appointment Scheduler™ Launch

The USPS Retail Customer Appointment Scheduler™ will be released by end of FY17 and will enable USPS employees to manage USPS® staffing needs and meet customer demand for passport services

Postal Staff with My Post Office (MyPO) access will be able to:

- Print a schedule** with existing appointments for the day to manage customer intake
- Track same day changes** to customer appointments (e.g. no-shows, late arrivals) and input them into the Appointment Scheduler
- Run reports** to track revenue, number of possible appointments, appointments booked made online, appointments fulfilled, and cancelled

Passport Trained Clerks will be able to:

- Encourage customers** to schedule appointments online using the Appointment Scheduler
- Receive updated trainings and job aids** providing detailed procedures to facilitate passport services for customers
- Report any issues or insights** on customer use to supervisors to pass along to District liaisons and HQ





## Next Steps

As the national Appointment Scheduler will rollout by the end of FY2017 the next steps include a joint effort from HQ and the field to achieve similar results to the test program

- ❑ **Areas should begin to inform District leaders of the Appointment Scheduler and Strategy rollout, emphasizing the benefits of increased revenue and improved customer experience**
  - Communicate with District leaders as to the importance of the passport services and its impact on retail
  - Identify a District Coordinator that will be the liaison with HQ on deployment and strategic implementation
  - Identify a Train the Trainer that will attend the Bolger center training on August 29<sup>th</sup> and will disseminate USPS Retail Customer Appointment Scheduler™ training material, job aids, fact sheets and FAQs to the field





## Next Steps

**District leadership will be critical to deployment of the Appointment Scheduler, ensuring that local Post Office™ facilities understand its impact on the passport application business processes and employee engagement**

District leadership can support the roll out of the Appointment Scheduler by:

- Review Passport Sites – appointment required sites
- Submit any Passport Facility Changes by August 18, 2017 (COB)
- Ensure that offices have employees trained and available during scheduled Passport operations
- Training – Conduct Train the Trainer and Passport Offices to be trained for the Appointment Scheduler
- Identify any larger facilities with multiple clerks that provide passport services – walk in and scheduled appointment services
- Identify multi-lane offices
- HQ will provide a template – Districts will complete template for scheduling passport appointments that will capture the customer information – First Name, Last Name, Email Address, Phone Number, Number of Appointments Scheduled, Adult/Minor, Schedule Date and Time(s)
- Identify a Contact Person(s) for the District Coordinator and Trainer role





# Questions?



Confidential & Pre-Decisional

# Appendix



# Training Resources

## Updated Job Aids will provide clear instruction on the USPS Retail Customer Appointment Scheduler™, providing retail employees with the ability to perform passport services



US POSTAL SERVICE



### USPS Passport Acceptance Job Aid

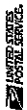
Quick Reference Guide to Passport Acceptance

Retail and Customer Service Operations

8/25/2017

The purpose of this document is to provide a passport-trained clerk with a brief checklist to ensure that the customer is properly processed and that the clerk follows the correct steps for processing the passport in the Passport Acceptance Reference Guide (PARO) and required training.

Steps for Passport Acceptance Lobby Assistance	
<ul style="list-style-type: none"> <li>• Greets the customer and confirm their appointment details. If applicable, check for the customer's name on the list.</li> <li>• Customers do not need to see a Passport Acceptance Agent if making a new appointment.</li> </ul>	<ul style="list-style-type: none"> <li>• Inform the customer of the processing times in relation to their actual travel date.</li> <li>• Passports are usually consistent with the following:               <ul style="list-style-type: none"> <li>• 4-6 Weeks – Customers can apply for Routine Passport processing</li> <li>• 2-3 Weeks – Customers can apply for Expedited Passport processing</li> <li>• 2-3 Weeks – Customers applying using overnight service to and from the U.S.</li> <li>• Less than 2 Weeks – Refer the customer to the Department of State, National Passport Information Center (NPIC) 1-877-487-3229 (Open 24/7)</li> </ul> </li> </ul>



US POSTAL SERVICE



### USPS Passport Appointment Scheduler Test Job Aid

Clerk and MyPO User Processes

Retail and Customer Service Operations

8/25/2017



US POSTAL SERVICE



### USPS Passport Acceptance Lobby Assistant Job Aid

Step-by-Step Guide for Assisting Customers in the Lobby before Passport Acceptance

Retail and Customer Service Operations

8/25/2017

Sample draft Job Aids

Confidential & Pre-Decisional





# Passport Test Weekly Data Analysis

The 16 Test sites have produced **\$80,680** in combined passport application and photo revenue during the Test period, which is an increase of **62%** from SPLY.

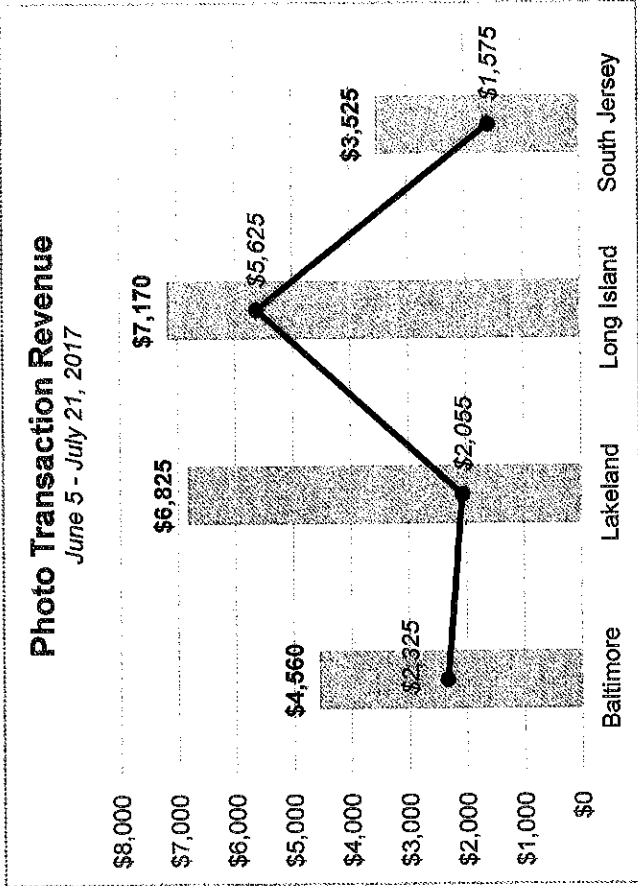
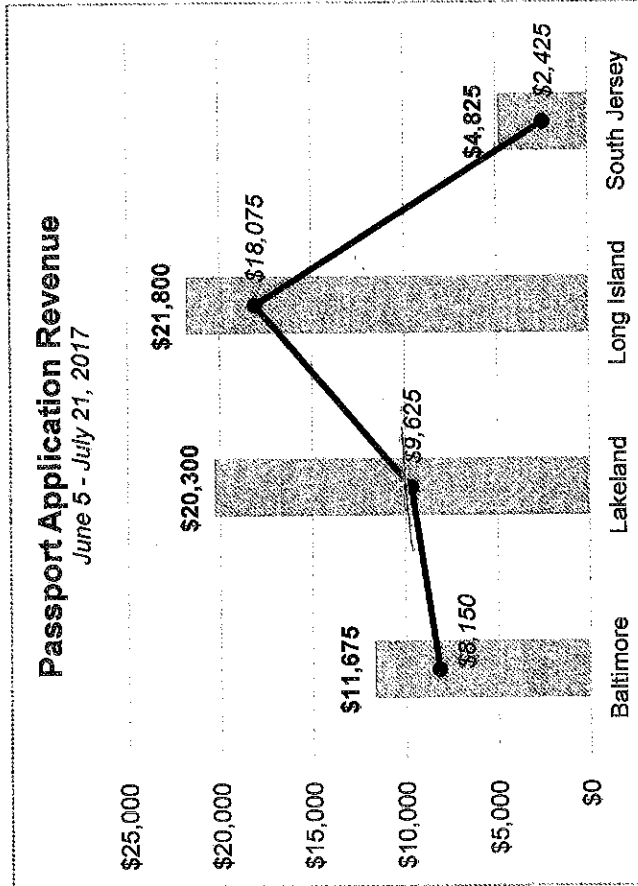


Passport Application Transactions: **2,344** (53% higher than SPLY)  
Passport Application Revenue: **\$58,600** (53% higher than SPLY)



Photo Transactions: **1,472** (91% higher than SPLY)  
Photo Revenue: **\$22,080** (91% higher than SPLY)

AVERAGE OVERALL REVENUES  
Test sites: **\$5,043** (+77%)  
Control sites: **\$2,843**



Source: USPS EDW



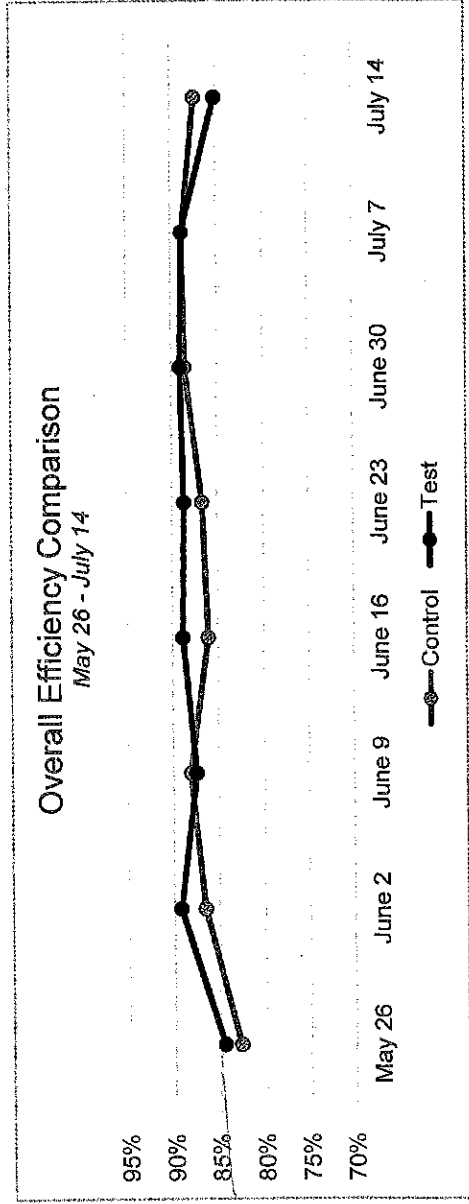
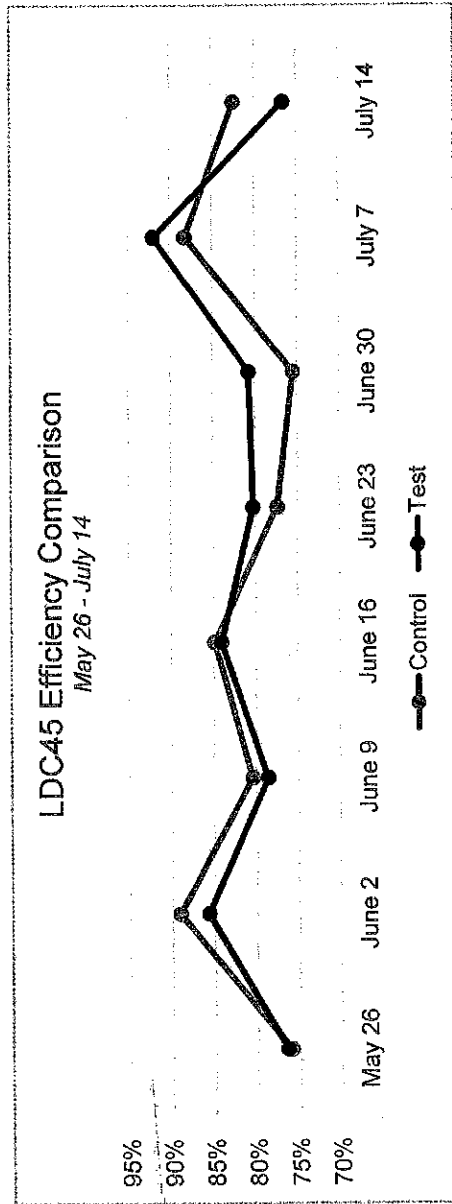
Confidential & Pre-Decisional





# Passport Test Weekly Data Analysis

LDC 45 and overall office efficiencies at the Test sites have not been significantly impacted by the Passport Test and also have performed similarly to the Control sites.

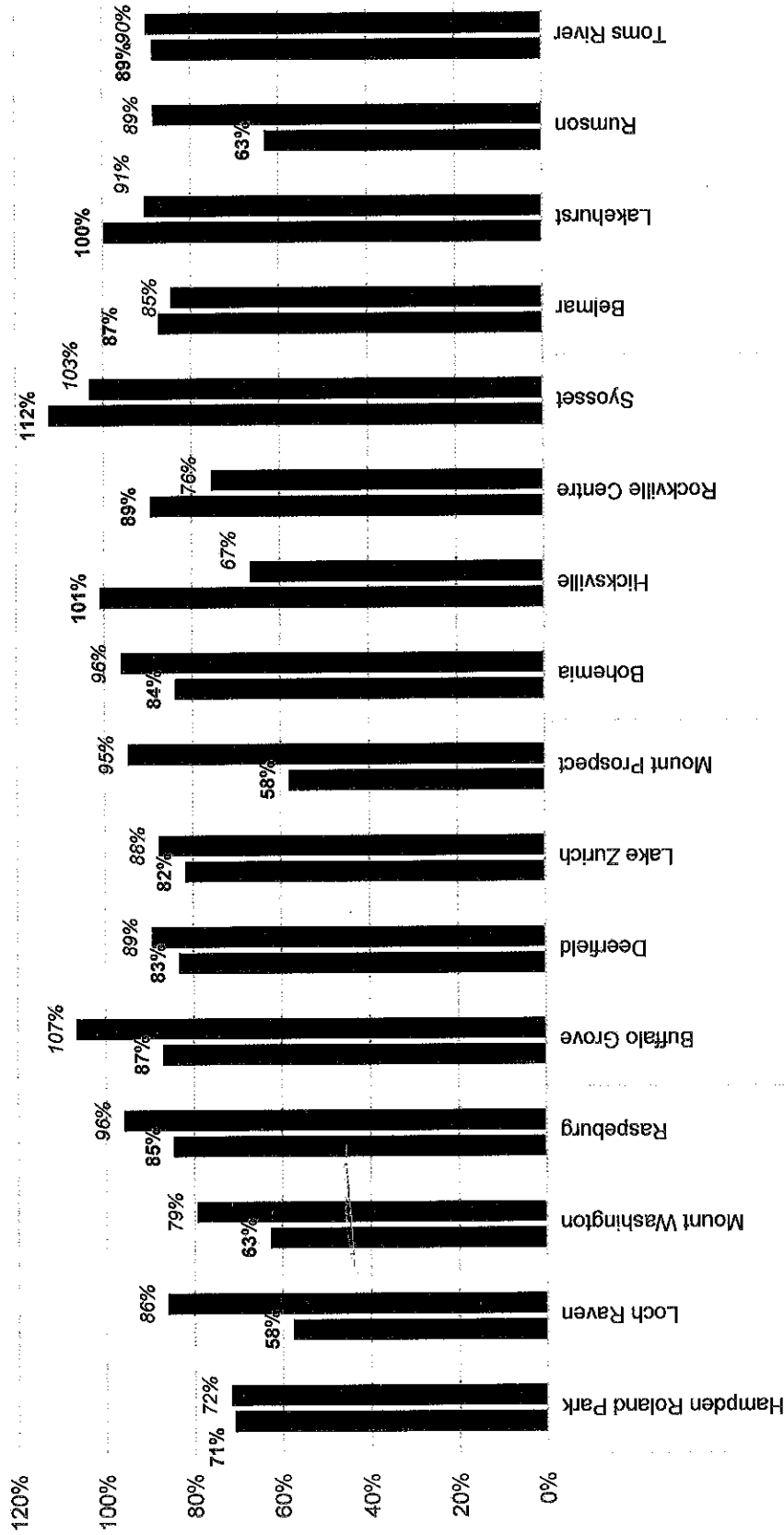




# Passport Test Weekly Data Analysis

The LDC 45 efficiencies and overall efficiencies demonstrated during the passport test vary greatly and don't necessarily correlate with the level of performance during the passport test.

Site Comparison of Labor Efficiencies  
June 5 - July 14



South Jersey

Long Island

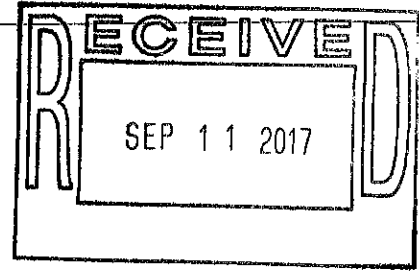
Lakeland

Baltimore

■ Average LDC45 During Test ■ Average Overall During Test



Confidential & Pre-Decisional



August 23, 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, to help establish consistency and minimize confusion concerning election periods for benefits programs, the Postal Service will modify the Annual Leave Exchange period to coincide with Open Season. This year's Open Season is November 14 – December 12.

Employee and Labor Relations Manual (ELM) Section 512.63, *Annual Leave Exchange*, will be modified to reflect this change.

We have enclosed two copies of ELM Section 512.63, one with and one without changes identified.

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

Sincerely,

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

*AS* Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

## **512.63 Annual Leave Exchange**

### **512.631 General**

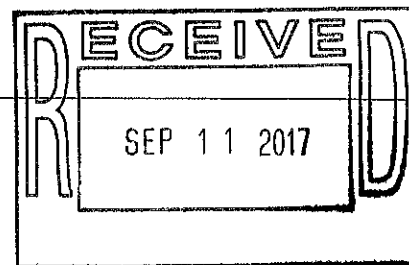
The annual leave exchange program provides eligible employees with the opportunity to receive cash in exchange for leave that they will earn during the next leave year. Accumulated leave and leave accrued during the current leave year cannot be exchanged under this program. The terms and conditions for exchanging leave vary for bargaining unit and nonbargaining unit employees and are explained in the instructions mailed to eligible employees before the ~~open~~ Open Season ~~November 15 through December 15~~ each year.

## **512.63 Annual Leave Exchange**

### **512.631 General**

The annual leave exchange program provides eligible employees with the opportunity to receive cash in exchange for leave that they will earn during the next leave year. Accumulated leave and leave accrued during the current leave year cannot be exchanged under this program. The terms and conditions for exchanging leave vary for bargaining unit and nonbargaining unit employees and are explained in the instructions mailed to eligible employees before Open Season each year.

LABOR RELATIONS



September 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:**  
70161370000230149794

Dear Brian:

This letter is in further reference to the Postal Service notice dated August 16 regarding the Customer Care Centers' new recognition program, Focus on Reliable Experience (FORE) team.

Implementation of the recognition program has been delayed and a new start date has not been determined. Notice will be provided, as appropriate, when a start date becomes available.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean". The signature is stylized and somewhat illegible.

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure



August 16, 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 9091

Dear Brian:

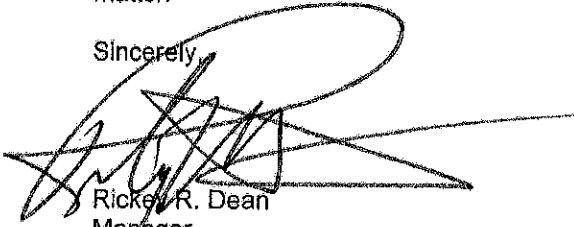
As a matter of general interest, the Postal Service plans to add a new recognition program for employees at the Customer Care Centers. The program will be based on the performance of the currently established teams each will be recognized as a Focus on Reliable Experience (FORE) team.

At each of the four Customer Care Centers, there will be two opportunities for team recognition; monthly and quarterly. One FORE team will be recognized on a monthly basis for having the highest monthly average National Performance Assessment (NPA) score. On a quarterly basis, one FORE team will be recognized based upon their quarterly average NPA score.

The recognition program is scheduled to begin in September and will continue on a monthly and quarterly basis. Enclosed is a copy of the service talk on the program, containing a list of the eligibility criteria and detailing the rewards that come along with being recognized as a FORE team.

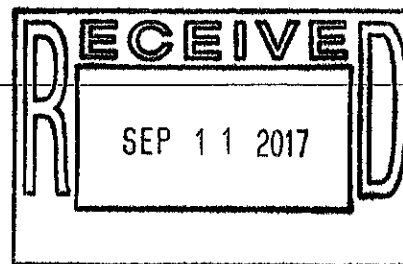
Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,



Rickie R. Dean  
Manager  
Contract Administration (APWU)

Enclosure



September 7, 2017

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

Dear Brian:

As a matter of general interest, the Postal Service plans to revise Management Instruction (MI) EL-430-2017-1, *Back Pay-Attachment D*.

This revision provides clarification on the back pay process as it relates to "lump sum" and "make whole" payments to employees.

We have enclosed a final draft of the revised MI, 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 be "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures



Back Pay Management Instructions, Proposed Change to Attachment D.

Hours Calculation Awards and Documents Required										
Authority by Which Award was Granted	Less than one full pay period <sup>1</sup>					One full pay period or more <sup>2</sup>				
	GATS	PS Form			Copy of Award or Rescission	Address	PS Form			Copy of Award or Rescission
2240		8038	8039	8038			8039	Address		
Grievance-Arbitration	X <sup>3</sup>	X <sup>4</sup>			X			X		B
EEOC, MSPB, Court, Other			X		X	B		X		B
Erroneous Separation for Retirement <sup>5</sup>		X	X		X	B		X		B
Rescission		X			X	A		X		B

1 These documents are required when the Back Pay adjustment does not require payment for a full pay period. The claimant must have been on USPS rolls and there must have been some previous payment for work or leave for the relevant pay period(s) involved.

2 These documents are required when the Back Pay adjustment does require payment for a full pay period (or more) for which there has been no previous payment for work or leave and/or pay periods when the claimant was not on USPS rolls (no payroll history exists).

3 GATS is to be used for Article 15 grievance-arbitration related hours calculations involving less than one full pay period of lost earnings where there is no requirement to make the grievant whole.

4 For hours adjustments that cannot be processed in GATS, covering time that is less than one full pay period, submit PS Form(s) 2240 via the eIWS OnLine Forms (eOLF) (<https://olf.usps.gov/OLF/>) module. Accounting Services will notify, if additional information is needed.

5 Back Pay for erroneous retirement cases must be approved by the program manager, Benefits, HQ Compensation.

Attachment D  
**Back Pay Documentation Requirements**

Authority by Which Award was Granted	Lump Sum Awards and Documents Required				
	Less than \$100,000.00			\$100,000.00 or more	
	GATS	PS Form 8041	Copy of Award	PS Form 8041	Copy of Award
Grievance-Arbitration	X <sup>1</sup>	X <sup>1</sup>	X	X	X
EEOC, MSPB, OPM, Other		X	X	X	X
Rescission		X	X	X	X

<sup>1</sup> Wage-related lump sum grievance and pre-arbitration settlements and arbitration awards less than \$100,000 must be processed via GATS. If payment cannot be made via GATS (because the payment is not wage-related or is \$100,000.00 or more), submit PS Form 8041 to the address below.

Submit PS Form 8041 and copy of award to the following mailing address:

ACCOUNTING SERVICES  
 FINANCIAL PROCESSING – PAY LOCATION 9616  
 2825 LONE OAK PKWY  
 EAGAN MN 55121-9616

Authority by Which Award was Granted	Hours Calculation Awards and Documents Required									
	Less than one full pay period and no requirement to make employee whole <sup>1</sup>						One full pay period or more or any period that requires employee to be made whole <sup>2</sup>			
	GATS	PS Form			Copy of Award or Rescission	Address	PS Form		Copy of Award or Rescission	Address
2240		8038	8039	8038			8039			
Grievance-Arbitration	X <sup>3</sup>	X <sup>3</sup>			X		X	X	X	B
EEOC, MSPB, Court, Other				X	X	B	X	X	X	B
Erroneous Separation for Retirement <sup>4</sup>			X	X	X	B	X	X	X	B
Rescission		X			X	A	X	X	X	B

<sup>1</sup> These documents are required when the Back Pay adjustment does not require payment for a full pay period. The claimant must have been on USPS rolls and there must have been some previous payment for work or leave for the relevant pay period(s) involved. There must be NO requirement to make the claimant "whole".

<sup>2</sup> These documents are required when the Back Pay adjustment does require payment for a full pay period (or more) for which there has been no previous payment for work or leave and/or pay periods when the claimant was not on USPS rolls (no payroll history exists). This documentation is also required for periods of less than one full pay period, if there is a requirement to make the claimant "whole".

<sup>3</sup> GATS is to be used for Article 15 grievance-arbitration related hours calculations involving less than one full pay period of lost earnings where there is no requirement to make the grievant whole. If GATS cannot be used for this type of hours calculation adjustment, or there is a requirement to make the employee whole, submit PS Form 2240 via the eWS OnLine Forms (eOLF) (<https://olf.usps.gov/OLF/>) module.

<sup>4</sup> Back pay for erroneous retirement cases must be approved by the program manager, Benefits, HQ Compensation.

**Addresses:**

A) eWS OnLine Forms (eOLF):  
<https://olf.usps.gov/OLF/>

B) ACCOUNTING SERVICES  
 FINANCIAL PROCESSING - PAY LOCATION 9616  
 2825 LONE OAK PKWY  
 EAGAN MN 55121-9616

# Management Instruction

## Bloodborne Disease Exposure Control Plans

This management instruction (MI) provides policy guidance on compliance with 29 Code of Regulations (CFR) 1910.1030, Occupational Exposure to Bloodborne Pathogens (BBP). The Occupational Safety and Health Administration (OSHA) created this regulation to protect workers who it reasonably anticipates to encounter the following:

- Blood.
- Other potentially infectious materials.

## Scope

---

It is Postal Service policy to do the following:

- Protect the safety and health of all its employees.
- Comply with OSHA regulations.

However, employees who are occupationally exposed to bloodborne pathogens require special identification and protection under this OSHA standard. This MI includes procedures to assist safety and health personnel in identifying such employees.

The following employees fall within the scope of this MI:

- A small number of employees, such as medical personnel, who routinely perform tasks that may involve exposure to blood or infectious materials (e.g., during first aid treatment).
- Other employees "reasonably anticipated to come in contact with blood or infectious materials." Identify them as "occupationally exposed" if an exposure determination finds that occupational exposure is likely.

## Definitions

---

### OSHA Definitions

The following OSHA definitions apply:

**Blood.** Human blood, human blood components, and products made from human blood.

**Bloodborne pathogens.** Pathogenic organisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).

**Contaminated.** The presence or the reasonably anticipated presence of blood or other potentially infectious materials on an item or surface.

Management Instruction EL-810-2000-2

Date	July 2017
Effective	Immediately
Number	EL-810-2017-X
Obsoletes	EL-810-2000-2
Unit	Safety & OSHA Compliance Program
<i>Simon Storey</i> Vice President Employee Resource Management	

**Contaminated sharps.** any contaminated objects that can penetrate the skin, such as needles, scalpels, or broken glass.

**Engineering controls.** Controls that isolate or remove the bloodborne pathogens hazard from the workplace (e.g., sharps disposal containers, self-sheathing needles, safer medical devices, such as sharps with engineered sharps injury protections and needleless systems).

**Exposure incident.** A specific eye, mouth, other mucous membrane, non-intact skin, or parenteral (i.e., needlestick) contact with blood or other potentially infectious materials.

**Occupational exposure.** Reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other infectious materials that may result from the performance of an employee's duties.

**Other potentially infectious materials (OPIM).**

- a. The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any bodily fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.
- b. Unfixed tissues or organs from humans.
- c. HIV or HBV cultures and blood, organs, and other tissues from experimental animals infected with HIV or HBV.

**Regulated waste.**

- a. Liquid or semi-liquid blood or other potentially infectious materials.
- b. Contaminated items that would release blood or other potentially infectious materials in a liquid or semi-liquid state if compressed.
- c. Items caked with dried blood or other potentially infectious materials and capable of releasing these materials during handling.
- d. Contaminated sharps.
- e. Pathological and microbiological wastes containing blood or other potentially infectious materials.

## Other Definitions

Persons responsible for administering this MI must also be familiar with the following:

- Additional definitions contained in the standard, paragraph (b) (29 CFR 1910.1030).
- Definitions for infectious substance (etiologic agent), clinical specimen, and biological product in Publication 52, *Hazardous, Restricted, and Perishable Mail*.

## Responsibilities

### Headquarters

#### Employee Resource Management

Employee Resource Management (ERM) does the following:

- Establishes policy and procedure on compliance with the bloodborne pathogen (BBP) standard.
- Provides oversight and technical assistance, through Safety and OSHA Compliance Programs and Medical Services.

## **Areas**

### **Area Human Resources Manager**

The area Human Resources manager is responsible for monitoring and evaluating BBP programs.

### **Area Medical Director**

The area medical director provides expert guidance.

## **Districts and Plants**

### **Facility Managers**

Facility managers are responsible for compliance with this policy.

### **Nurse Administrators and Contracted Medical Providers**

Nurse administrators and contracted medical providers are responsible for the following:

- Elements of the exposure control plan.
- Methods of compliance.
- Post-exposure evaluation and follow-up.
- Training.
- Recordkeeping as delineated in this MI.

### **Safety Staff and Health Professionals**

Safety staff and health professionals are responsible for the following:

- Developing exposure control plans.
- Identifying employees who are occupationally exposed.
- Implementing methods of compliance as described in this MI.

## **Exposure Control Plan**

---

### **Administrative Requirements**

Consult the BBP Program Guide for technical program guidance. You can find the guide at <http://safetytoolkit.usps.gov:12/bloodbornepathogens.aspx>.

### **Written Plan**

Safety and health professionals prepare a written exposure control plan that includes the following locations:

- Plants.
- Network distribution centers (NDCs).
- Large offices with exposed employees.

Smaller facilities may also require a written plan if they meet any of the following conditions:

- Have exposed employees.
- Handle a significant flow of biological materials (e.g., specimens mailed to a nearby lab, or sending packages to a nearby medical waste disposal company).

## Plan Review

Safety and health professionals must review and update the plans annually at a minimum, or whenever necessary to reflect the following:

- New or modified tasks and procedures that affect occupational exposure.
- New or revised employee positions with occupational exposure risks.

The review must address changes in technology that eliminate or reduce occupational exposure to bloodborne pathogens. The review may contain feedback from non-managerial employees.

## Employee Accessibility

Employees and their representatives must have access to the plan in accordance with 29 CFR 1910.20, Access to Employee Exposure and Medical Records.

## Exposure Determination

### Lists of Employees Potentially Exposed

The exposure control plan must establish procedures and responsibilities for exposure determination. This process is a critical element of the plan. Omitting individuals who are occupationally exposed to BBPs may reduce their protection, while falsely identifying employees as exposed results in unnecessary costs and administrative burdens. Include all persons reasonably anticipated to be occupationally exposed, even if they are not listed as examples, on one of the two lists described below. During annual reviews, adjust these lists as necessary.

Prepare the lists as follows:

**List A** — This list includes job classifications in which all employees are assumed to have occupational exposure (based on OSHA's definitions and standards):

1. All medical personnel and trained first aid persons.
2. All inspectors, security personnel, and crime laboratory personnel (including administrative support).
3. All persons designated and trained to clean up spills and leaks of mailed hazardous materials that include blood and other infectious materials.

No further analysis is necessary to include an employee on this list.

**List B** — Used to determine which employees with occupational exposure need to be included in the plan. This list includes the following:

- All job classifications in which some employees may have occupational exposure.
- Tasks and procedures that cause occupational exposure within the classifications listed.

Some employees in these occupation codes or job classifications could be exposed, and they must be individually identified. See the BBP Program Guide provided on the [Safety Resources Bloodborne Pathogens page](#) for guidance on identifying potential exposures and occupationally

exposed personnel. Use this potential for exposure to determine if these employees must be included in the program. Job classifications must be determined locally, but may include:

1. Mail handlers, clerks, and other personnel who routinely handle mailed blood specimens or other items potentially containing blood or other body fluids containing BBPs.
2. Mail handlers, clerks, and other personnel who routinely handle mailed, or internally generated, medical wastes (e.g., sharps).

For assistance in determining whether a person must or must not be included on a list, contact your servicing Safety office.

### **Determining Exposure**

Include all List A personnel and List B personnel with documented "reasonably anticipated" exposure in the plan. Continue to identify and list job classifications and tasks on List B with no "reasonably anticipated" exposure to document the process and to allow for possible inclusion in the program in the future. Make this exposure determination without regard to the use of personal protective equipment.

### **Methods of Compliance**

The exposure control plan must include the methods of compliance discussed in the following eight sections.

### **Universal Precautions**

Treat the following as potentially infectious material:

- All leakage from mailed biological materials, until further identified.
- All body fluids.

### **Local Precautions**

Establish local handling procedures to minimize hands-on contact with mailed medical wastes and similar items. Training must stress awareness and proper handling of these materials (see Information and Training).

### **Personal Protective Equipment**

Supply gloves, aprons, and other personal protective equipment as appropriate to personnel frequently handling potentially infectious mailed materials. Provide personnel assigned to the cleanup of leaking items full protection, e.g., gloves, aprons, and splash shields. Update the spill and leak standard operating procedure (SOP) as necessary to ensure that these personnel use the latest safe cleanup and decontamination procedures.

### **Hand Washing Facilities**

Stress the importance of hand washing and make hand-washing

facilities available for persons frequently handling potentially infectious mailed materials.

### **Medical Precautions**

Nurse administrators, staff nurses, and contracted medical providers must ensure that employees implement the procedures and precautions required in the standard for health care personnel. Personnel must use Engineering Controls such as the following:

- Sharps disposal containers.
- Self-sheathing needles.
- Sharps with engineered sharps injury protections.
- Needleless systems that isolate or remove the bloodborne pathogens hazard from the workplace.

Additionally, medical personnel must ensure that first aid supplies include the following:

- Gloves.
- Cardiopulmonary resuscitation (CPR) mouthpieces.
- Other equipment as appropriate.

Medical or health units that generate medical wastes (e.g., sharps, bandages) must properly manage these wastes within the facility and dispose of them in accordance with local, state, and federal regulations.

See <http://safetytoolkit.usps.gov:12/bloodbornepathogens.aspx> for information on the Mandatory National Medical Waste Mail Back Program.

### **Hazardous Material Spill and Leak Response**

Review the facility Hazardous Material Spill and Leak Response Program annually and update it as necessary to ensure that the responders use the latest safe clean up and decontamination procedures for bloodborne pathogens and other infectious material. Include the facility's Hazardous Material Spill and Leak Response Program/SOP as an attachment to the exposure control plan. This will serve to describe the method the facility uses to respond to potentially infectious spills or leaks.

### **Housekeeping and Waste Management**

Housekeeping includes the following:

- Methods of cleaning and decontamination.
- Management of regulated wastes.
- Management of the laundry.

Manage sharps and other regulated wastes, such as blood, bandages, gauze, or disposable equipment coverings contaminated with blood or OPIM, in accordance with federal, state, and local environmental and safety regulations.



Containers used for sharps, soft medical waste (e.g., items contaminated with blood or other potentially infectious material), and other regulated wastes must meet the following criteria:

- Closable.
- Puncture resistant.
- Leak proof on the sides and bottom.
- Labeled with the biohazard label or color-coded (red or orange-red).

Dispose of regulated waste using only licensed medical waste disposal companies. See

<http://safetytoolkit.usps.gov:12/bloodborne pathogens.aspx> for information on pre-paid mail containers as the preferred option for collection, storage, and disposal of sharps and soft medical waste under the Mandatory National Medical Waste Mail Back Program. You must keep records documenting the proper disposal of sharps and other regulated wastes.

Ship contaminated laundry to a cleaning facility that accepts blood-contaminated clothing. All employees that handle the contaminated laundry must wear appropriate PPE. Bag the laundry in leak-proof red bags or other leak proof containers. If color-coded containers are not used, clearly label the container with the biohazard symbol.

### **Additional Considerations**

Certain facilities in urban areas may experience problems with loose syringes dropped in collection boxes and elsewhere. Where this occurs, develop local contingency plans to minimize the hazard to employees who may encounter loose syringes during the course of duty.

### **Vaccination Program**

Offer all employees on List A and those employees on List B who are considered occupationally exposed an HBV vaccination in accordance with the latest guidance from the Public Health Service. The nurse administrator, servicing medical personnel, or both must do the following:

- Develop a program that meets the requirements of the standard.
- Offer employees a vaccination after they receive the required training and within 10 days of initial assignment.

Employees who decline must complete the form in Appendix A of the OSHA standard. You may find the form for declining or accepting the vaccination at

<http://safetytoolkit.usps.gov:12/bloodborne pathogens.aspx>.

# Incident Reporting and Investigation

## Mailpiece Incident Reporting

Use the Mailpiece Incident Report Tool (MIRT) to document incidents involving potentially infectious materials in the mail. Employees with access to the Safety Toolkit (STK) may find the MIRT in the menu under the "Create Safety Records" tab. Employees who do not have access to STK may reach the MIRT at <http://SafetyToolkit.usps.gov/IRT>. After documenting the incident, installation heads must follow up with the mailer to prevent future incidents.

## Accident Reporting

The employee's supervisor must complete an accident report in the Employee Health and Safety (EH&S) System if an injury or exposure (e.g., needlestick, laceration, or splash) related to potentially infectious materials occurs. For reporting purposes, OSHA considers such exposures occupational injuries if the incident results in the recommendation of medical treatment beyond first aid.

## Sharps Injury Log

If a potentially contaminated sharp penetrates an employee's skin, the district OHNA must do the following:

1. Record the incident on a Sharps Injury Log.
2. Maintain the Sharps Injury Log.

The Sharps Injury Log must contain:

1. The type and brand of device involved in the incident.
2. The department or work area where the exposure incident occurred.
3. An explanation of how the incident occurred.

The district OHNA must record and maintain the information in the Sharps Injury Log in a manner that protects the confidentiality of the injured employee.

You may find the Sharps Injury Log at <http://safetytoolkit.usps.gov:12/bloodborne pathogens.aspx>.

## Investigation

The employee's supervisor must do the following:

- Evaluate each exposure incident (regardless of reporting status).
- Take steps to prevent future occurrences where possible.
- Transmit all exposure information to the health care professional treating the individual.

## Medical Procedures

### Post-Exposure Evaluation and Follow-Up

Establish procedures in the written exposure control plan to ensure required medical post-exposure evaluation and follow-up by a contract medical provider. The procedures must include the following:

1. Documenting the route of exposure.
2. Identifying and documenting the source of the potential BBP (individual if possible).
3. Testing employee's blood for HBV and HIV.
4. Providing post-exposure prophylaxis as recommended by the Public Health Service.
5. Counseling.
6. Evaluating reported illnesses.

### Professional Information

All medical personnel responsible for implementing this MI (i.e., having occupationally exposed employees) must have on hand a copy of the OSHA standard, which you can find at [https://www.osha.gov/pls/oshaweb/owadisp.show\\_document?p\\_table=STANDARDS&p\\_id=10051](https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=10051).

### Written Opinion on Exposure

Medical personnel must ensure that the treating physician provides a written opinion to the Postal Service and that the employee receives a copy within 15 days that includes the following:

- Whether or not HBV vaccination is indicated.
- Whether or not it was given.
- Other elements required in the standard.

### Medical Records

Nurse administrators must maintain records on all occupationally exposed employees (see Recordkeeping).

### Hazard Communication

#### Operations Personnel

Operations personnel must ensure the implementation of applicable portions of paragraph (g) of the standard as necessary, e.g., putting warning labels on regulated medical wastes such as sharps containers in restrooms.

Management at all levels must stress the importance of awareness during acceptance and handling of biological materials. Acceptance employees must be familiar with labeling and packaging requirements.

## Information and Training

### All Postal Service Employees

The Postal Service is committed to providing periodic "awareness" training to all Postal Service employees as part of government-wide efforts to protect the public.

You may use any of the following training methods:

- Safety talks.
- Bloodborne pathogen awareness videos sponsored by the Postal Service (see References).
- Other methods.

### Occupationally Exposed Employees

Training of occupationally exposed employees is required upon initial assignment and annually thereafter. The BBP training provided by the Postal Service meets the subject matter requirements below. See the Safety Training Matrix at <http://safetytoolkit.usps.gov:12/safetytraining.aspx> for the most current Learning Management System (LMS) course numbers covering required training for occupationally exposed employees.

A knowledgeable person must give the training. This could be a trained physician, nurse, or safety and health professional familiar with the following subject matter:

1. The text of the standard.
2. Methods of bloodborne disease transmission.
3. Overview of the exposure control plan and the means by which the employee may obtain a copy of the written plan.
4. Methods of compliance.
5. Use of personal protective equipment.
6. Vaccinations and employee rights.
7. Spill and leak response plans.
8. Exposure incident procedures — first aid, hand washing, and evaluations.
9. Medical follow-up procedures and counseling.
10. Methods for recognizing tasks and activities that may involve exposure to blood or other infectious materials.

## Recordkeeping

### Medical

Each employee considered occupationally exposed to BBPs must have a section in his or her employee medical folder dedicated to the records required by paragraph (h) of the standard, including the following:

1. HBV vaccination status and dates of vaccinations.
2. Copies of all follow-up examination reports.
3. Health care professionals' written opinions, if needed.

4. All exposure incident information as required.

## Training

The nurse administrator must do the following:

1. Include a copy of LMS training records showing all required training for occupationally exposed employees in the employee medical folder.
2. Retain training records for 3 years.
3. Follow other provisions of the standard regarding availability, records transfer, and confidentiality.

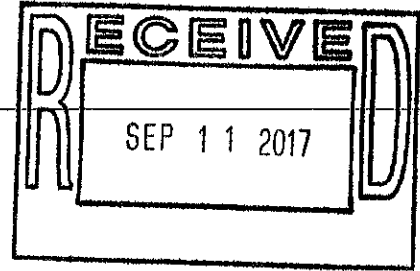
Records must include the following:

1. Dates of sessions.
2. Summary of the content.
3. Names and qualifications of trainers.
4. Names and job titles of all employees attending.

## References

1. 29 CFR 1910.1030, "Occupational Exposure to Bloodborne Pathogens," [https://www.osha.gov/pls/oshaweb/owadisp.show\\_document?p\\_table=STANDARDS&p\\_id=10051](https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=10051).
2. NIOSH, "Bloodborne Infectious Diseases: HIV/AIDS, Hepatitis B, Hepatitis C," <https://www.cdc.gov/niosh/topics/bbp/>.
3. OSHA Instruction CPL 2.244D, "Enforcement Procedures for the Occupational Exposure to Bloodborne Pathogens," [https://www.osha.gov/pls/oshaweb/owadisp.show\\_document?p\\_table=DIRECTIVES&p\\_id=2570](https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=DIRECTIVES&p_id=2570).
4. OSHA Fact Sheet, "Bloodborne Pathogen Exposure Incidents," <https://www.osha.gov/OshDoc/data/BloodborneFacts/bbfact04.pdf>.
5. OSHA Fact Sheet, "Hepatitis B Vaccination Protection," <https://www.osha.gov/OshDoc/data/BloodborneFacts/bbfact05.html>.
6. OSHA Fact Sheet, "OSHA's Bloodborne Pathogens Standard," <https://www.osha.gov/OshDoc/data/BloodborneFacts/bbfact01.html>.
7. Training, see BBP tab at <http://safetytoolkit.usps.gov:12/safetytraining.aspx>.

LABOR RELATIONS



September 7, 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 is revising Management Instruction (MI) EL-810-2000-2, *Bloodborne Disease Exposure Control Plans*. The purpose of the revisions is to include updated Occupational Safety and Health Administration (OSHA) definitions and to revise language for the purpose of clarity.

We have enclosed a copy of the MI final draft, one with and one without changes identified.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

# Management Instruction

## Bloodborne Disease Exposure Control Plans

This ~~This~~ management instruction (MI) provides policy guidance on compliance with 29 Code of Regulations (CFR) 1910.1030, Occupational Exposure to Blood-borne Pathogens (BBP). The Occupational Safety and Health Administration (OSHA) has ~~promulgated~~ created this regulation to protect workers who are ~~it~~ reasonably anticipated ~~to come in contact with~~ encounter the following:

- ~~b~~ Blood, and/or
- ~~e~~ Other potentially infectious materials.

### Scope

It is the ~~Postal Service~~ policy of the ~~Postal Service~~ to do the following:

- ~~p~~ Protect the safety and health of all its employees,
- ~~and e~~ Comply with OSHA regulations.

~~However, E~~ Employees who are occupationally exposed to bloodborne pathogens, ~~however,~~ require special identification and protection under this OSHA standard. This ~~instruction MI~~ includes procedures to assist safety and health personnel in identifying such employees.

The following employees fall within the scope of this MI:

- A small number of employees, such as medical personnel, who routinely perform tasks that may involve exposure to blood or infectious materials (e.g.,
  - during first aid treatment).
- perform tasks that may involve exposure to blood or infectious materials,
- for example during first aid treatment. These employees are clearly
- within the scope of the standard.
- Also within the scope of the standard are e Other employees "reasonably anticipated to come in contact with blood or infectious materials." They ~~must be~~ identified Identify them as "occupationally exposed" if an exposure deter-~~mination~~ finds that occupational

Date	July, 2017
Effective	Immediately
Number	EL-810-2017-X
Obsoletes	EL-810-2000-2
Unit	Safety -& OSHA Compliance
	<u>Program</u>
<i>Simon Storey</i> Vice President Employee Resource Management	

### CONTENTS

Scope .....	4
Definitions .....	4
OSHA Definitions .....	4
Other Definitions .....	2
Responsibilities .....	3
Headquarters .....	3
Employee Resource Management	

(ERM) .....

A .....

f .....

e .....

a .....

s .....

exposure is likely.

**D**  
**e**  
**f**

# initions

## OSHA Definitions

The following OSHA definitions apply:

- ~~1. **Blood** — human blood, human blood components, and products made from human blood.~~

Area Human Resources	
Managers .....	3
Area Medical Director .....	3
Districts and Plants .....	3
Facility Managers .....	3
Nurse Administrators and Contracted Medical Providers .....	3
Safety Staff and Health Professionals .....	
<del>Exposure Control Plan .....</del>	
<del>Administrative Requirements .....</del>	
<del>Written Plan .....</del>	
<del>Plan Review .....</del>	
<del>Employee Accessibility .....</del>	
<del>Exposure Determination .....</del>	
<del>Lists of Employees Potentially Exposed Determining Exposure .....</del>	
<del>(continued)</del>	



**CONTENTS (cont'd)**

**Exposure Control Plan (continued)**

Methods of Compliance .....	5
Universal Precautions .....	5
Local Precautions .....	5
Personal Protective Equipment .....	6
Hand Washing Facilities .....	6
Medical Precautions .....	6
Local Contingency Plans .....	6
Vaccination Program .....	6
Exposure Incident Evaluation .....	7
Incident Report .....	7
Investigation .....	7
Medical Procedures .....	7
Post-Exposure Evaluation and Follow-Up .....	7
Professional Information .....	7
Written Opinion on Exposure .....	8
Medical Records .....	8
Hazard Communication .....	8
Medical Personnel .....	8
Management .....	8
Information and Training .....	8
All Postal Employees .....	8
Occupationally Exposed Employees .....	8
Record Keeping .....	9
Medical .....	9
Training .....	9

**Bloodborne pathogens** — pathogenic organisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).

**3. Contaminated** — the presence or the reasonably anticipated presence of blood or other potentially infectious materials on an item or surface.

**4. Contaminated sharps** — any contaminated objects that can penetrate the skin, such as needles, scalpels, or broken glass.

**5. Engineering controls** — controls (e.g., sharps disposal containers, self-sheathing needles, safer medical devices, such as sharps with engineered sharps injury protections and needleless systems) that isolate or remove the bloodborne pathogens hazard from the workplace.

**6. Exposure incident** — a specific eye, mouth, other mucous membrane, non-intact skin, or parenteral (i.e., needlestick) contact with blood or other potentially infectious materials.

**7. Occupational exposure** — reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other infectious materials that may result from the performance of an employee's duties.

**8. Other potentially infectious materials (OPIM) —**

a. ~~The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with~~

blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.

b. ~~Unfixed tissues or organs from humans.~~

c. ~~HIV or HBV cultures and blood, organs, and other tissues from experimental animals infected with HIV or HBV.~~

**9. Regulated waste** — liquid or semi-liquid blood or other potentially infectious materials; contaminated items that would release blood or other potentially infectious materials in a liquid or semi-liquid state if compressed; items that are caked with dried blood or other potentially infectious materials and are capable of releasing these materials during handling; contaminated sharps; and pathological and microbiological wastes containing blood or other potentially infectious materials.

**Other Definitions**

Additional definitions are contained in the standard, paragraph (b) (29

CFR 1910.1030). Persons responsible for administering this instruction should also be familiar with definitions for

infectious substance  
(etiologic agent), clinical  
specimen, and biological  
product contained in  
Publication 52,  
Hazardous, Restricted,  
and Perishable Mail.

# Definitions

## OSHA Definitions

The following OSHA definitions apply:

**Blood.** Human blood, human blood components, and products made from human blood.

**Bloodborne pathogens.** Pathogenic organisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).

**Contaminated.** The presence or the reasonably anticipated presence of blood or other potentially infectious materials on an item or surface.

**Contaminated sharps.** any contaminated objects that can penetrate the skin, such as needles, scalpels, or broken glass.

**Engineering controls.** Controls that isolate or remove the bloodborne pathogens hazard from the workplace (e.g., sharps disposal containers, self-sheathing needles, safer medical devices, such as sharps with engineered sharps injury protections and needleless systems).

**Exposure incident.** A specific eye, mouth, other mucous membrane, non-intact skin, or parenteral (i.e., needlestick) contact with blood or other potentially infectious materials.

**Occupational exposure.** Reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other

infectious materials that may result from the performance of an employee's duties.

**Other potentially infectious materials (OPIM).**

a. The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial

a. fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any bodyfluidly fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.

b. Unfixed tissues or organs from humans.

c. HIV or HBV cultures and blood, organs, and other tissues from experimental animals infected with HIV or HBV.

**Regulated waste.**

a. Liquid or semi-liquid blood or other potentially infectious materials.

b. Contaminated items that would release blood or other potentially infectious materials in a liquid or semi-liquid state if compressed.

c. Items caked with dried blood or other potentially infectious materials and capable of releasing these materials during handling.

d. Contaminated sharps.

e. Pathological and microbiological wastes containing blood or other potentially infectious materials.

## Other Definitions

Persons responsible for administering this MI must also be familiar with the following:

- Additional definitions contained in the standard, paragraph (b) (29 CFR 1910.1030).
- Definitions for infectious substance (etiologic agent), clinical specimen, and biological product in Publication 52, *Hazardous, Restricted, and Perishable Mail*.

# Responsibilities

---

## Headquarters

### Employee Resource Management (ERM)

Employee Resource Management (ERM) does the following:

- ~~e~~ Establishes policy and procedure on compliance with the blood-borne pathogen (BBP) standard, and, through Safety and OSHA Compliance Programs and Medical Services,
- ~~p~~ Provides oversight and technical assistance, through Safety and OSHA Compliance Programs and Medical Services.

## Areas

### Area Human Resources Managers

The area Human Resources manager is responsible for monitoring and evaluating BBP programs.

### Area Medical Director

The area medical director provides expert guidance.

## Districts and Plants

### Facility Managers

Facility managers are responsible for compliance with this policy.

### Nurse Administrators and Contracted Medical Providers

Nurse administrators and contracted medical providers are responsible for the following:

- ~~e~~ Elements of the exposure control plan,
- ~~m~~ Methods of compliance,
- ~~p~~ Post-exposure evaluation and follow-up,
- ~~t~~ Training, and
- ~~r~~ Recordkeeping as delineated in this instruction MI.

### Safety Staff and Health Professionals

Safety staff and health professionals are responsible for the following:

- ~~d~~ Developing exposure control plans,
- ~~i~~ Identifying employees who are occupationally exposed, and
- ~~i~~ Implementing methods of compliance as described in this instruction MI.

## Exposure Control Plan

---

### Administrative Requirements

Consult the BBP Program Guide (located at <http://safetytoolkit.usps.gov:12/bloodborne pathogens.aspx>) for technical program guidance. You can find the guide at <http://safetytoolkit.usps.gov:12/bloodborne pathogens.aspx>.

## Written Plan

Safety and health professionals prepare a written exposure control plan that includes the following locations:

- Plants,
- Network distribution centers (NDCs), and
- Large offices with exposed employees.

Smaller facilities may also require a written plan if they meet any of the following conditions:

- which have exposed employees, and/or that
- handle a significant flow of biological materials (e.g., specimens mailed to a nearby lab, or sending packages being sent to a nearby medical waste disposal company) may also require a written plan.

## Plan Review

Safety and health professionals must review and update ~~the plans must be reviewed and updated annually at a minimum, or whenever necessary to reflect the following:~~

- New or modified tasks and procedures that affect occupational exposure, and to reflect
- New or revised employee positions with occupational exposure risks.

The review must address changes in technology that eliminate or reduce occupational exposure to bloodborne pathogens. ~~The review may contain feed-back~~ feedback from non-managerial employees.

## Employee Accessibility

Employees and their representatives must have access to ~~the plan must be accessible to employees and their representatives~~ in accordance with 29 CFR 1910.20, Access to Employee Exposure and Medical Records.

## Exposure Determination

### Lists of Employees Potentially Exposed

The exposure control plan must establish procedures and responsibilities for exposure determination. This process is a critical element of the plan. Omitting individuals who are occupationally exposed to BBPs may reduce their protection, while falsely identifying employees as exposed results in unnecessary costs and administrative burdens. Include All persons reasonably anticipated to be occupationally exposed, even if they are not listed as examples, ~~must be included on one of the two lists described below.~~ During annual reviews, adjust these lists ~~should be adjusted as necessary.~~

Prepare the List A includes all employees in job classifications covered by the standard, and no further analysis is necessary. ~~List B is used to determine which employees with occupational exposure need to be included in the plan.~~ ~~Lists should be prepared as follows:~~

**List A** — This list includes job classifications in which all employees are assumed to have occupational exposure (based on OSHA's definitions and standards):

1. 1.—All medical personnel and trained first aid persons.
- 2.—All inspectors, security personnel, and crime laboratory personnel
2. (including administrative support).
3. 3.—All persons designated and trained to clean up spills and leaks of mailed hazardous materials that include blood and other infectious materials.

No further analysis is necessary to include an employee on this list.

**List B** — Used to determine which employees with occupational exposure need to be included in the plan. This list includes the following:

- ~~a~~All job classifications in which some employees may have occupational exposure. The list must be further broken down to
- ~~t~~Tasks and procedures that cause occupational exposure within the classifications listed.

Some employees in these occupation codes or job classifications could be exposed, and they must be individually identified. See the BBP Program Guide provided on the Safety Resources Bloodborne Pathogens page for guidance on identifying potential exposures and occupationally exposed personnel. Use ~~T~~his potential for exposure ~~is used to~~ determine if these employees ~~should~~ must be included in the program. Job classifications must be determined locally, but may include:

1. ~~1~~—Mail handlers, clerks, and other personnel who routinely handle mailed blood specimens or other items potentially containing blood or other body fluids containing BBPs.
2. ~~2~~—Mail handlers, clerks, and other personnel who routinely handle mailed, or internally generated, medical wastes (e.g., sharps).

For assistance in determining whether a person ~~should~~ must or ~~should~~ must not be included on a list, contact your servicing Safety office.

## Determining Exposure

Include ~~A~~ll List A personnel ~~are to be included in the plan and~~ List B personnel with documented "reasonably anticipated" exposure ~~are also to be included in the plan.~~ Continue to identify and list job classifications and tasks on List B with no "reasonably anticipated" exposure ~~must continue to be identified and listed to document the process and to allow for possible inclusion in the program in the future.~~ Make ~~T~~his exposure determination ~~is to be made without regard to the use of personal protective equipment.~~

## Methods of Compliance

The exposure control plan must include the methods of compliance discussed in the following eight sections:

### Universal Precautions

All ~~Treat~~ the following as potentially infectious material:

- All leakage from mailed biological materials, until further identified.
- , and all body fluids ~~must be treated as potentially infectious materials.~~

### Local Precautions

Establish ~~L~~ocal handling procedures ~~must be established to minimize~~ hands-on contact with mailed medical wastes and similar items.



Training (~~see Information and Training~~) must stress awareness and proper handling of these materials (see Information and Training).

## Personal Protective Equipment

~~Supply G~~gloves, aprons, and other personal protective equipment as appropriate ~~must be supplied to~~ personnel frequently handling potentially infectious mailed materials. ~~Provide P~~personnel assigned to the cleanup of leaking items ~~must be provided full~~ protection, e.g., gloves, aprons, and splash shields. ~~Update T~~the spill and leak standard operating procedure (SOP) ~~must be updated as~~ necessary to ensure that these personnel use the latest safe cleanup and decontamination procedures.

## Hand Washing Facilities

~~Stress the importance of H~~hand washing ~~must be stressed and make~~ hand washing ~~hand-washing~~ facilities ~~must be made available~~ for persons frequently handling potentially infectious mailed materials.

## Medical Precautions

Nurse administrators, staff nurses, and ~~er~~ contracted medical providers must ensure that employees implement the procedures and precautions required in the standard for health care personnel are implemented. Personnel must use Engineering Controls such as the following:

- ~~s~~Sharps disposal containers,
- ~~s~~Self-sheathing needles,
- ~~s~~Sharps with engineered sharps injury protections, ~~and n~~
- Needleless systems that isolate or remove the bloodborne pathogens hazard from the workplace must be used.

~~Additionally,~~ medical personnel must ensure that first aid supplies include the following:

- ~~g~~Gloves,
- ~~e~~Cardiopulmonary resuscitation (CPR) mouthpieces, ~~and~~
- ~~o~~Other equipment as appropriate.

~~Medical wastes generated in medical~~ Medical or health units ~~that generate medical wastes (e.g., sharps, bandages, etc.) must be properly manage these wastes~~ within the facility and ~~dis-~~posed of ~~them~~ in accordance with local, state, and federal regulations. —See <http://safetytoolkit.usps.gov:12/bloodbornepathogens.aspx> for information on the Mandatory National Medical Waste Mail Back Program.

## Hazardous Material Spill and Leak Response

Review the facility Hazardous Material Spill and Leak Response Program annually and update it as necessary to ensure that the responders use the latest safe clean up and decontamination procedures for bloodborne pathogens and other infectious material. Include the facility's Hazardous Material Spill and Leak Response Program/SOP as an attachment to the exposure control plan. ~~This~~

will serve to describe the method the facility uses to respond to potentially infectious spills or leaks.

## Housekeeping and Waste Management

Housekeeping includes the following:

- mMethods of cleaning and decontamination<sub>;</sub>
- mManagement of regulated wastes<sub>;</sub> and
- mManagement of the laundry.

Manage Ssharps and other regulated wastes, such as blood, bandages, gauze, or disposable equipment coverings ~~that are~~ contaminated with blood or OPIM, ~~must be managed in~~ accordance with federal, state, and local environmental and safety regulations.

Containers used for sharps, soft medical waste (e.g., items contaminated with blood or other potentially infectious material), and other regulated wastes must meet the following criteria:

- -be eClosable<sub>;</sub>
- pPuncture resistant<sub>;</sub>
- lLeak proof on the sides and bottom<sub>;</sub> and
- lLabeled with the biohazard label or color-coded (red or orange-red).

~~-Dispose of regulated waste using only licensed medical waste disposal companies. -See~~  
<http://safetytoolkit.usps.gov:12/bloodborne pathogens.aspx> for information on pre-paid mail containers as the preferred option for collection, storage, and disposal of sharps and soft medical waste under the Mandatory National Medical Waste Mail Back Program. ~~-~~  
KYou must keep records documenting the proper disposal of sharps and other regulated wastes.

Ship Gcontaminated laundry ~~should be shipped to~~ a cleaning facility that accepts blood-contaminated clothing. All employees that handle the contaminated laundry ~~should~~ must wear appropriate PPE. Bag the laundry in leak-proof ~~containers using red bags or other leak proof~~ containers. If color-coded containers are not used, clearly label the container ~~must be clearly labeled with~~ the biohazard symbol.

## Additional Considerations

Certain facilities in urban areas may experience problems with loose syringes dropped in collection boxes and elsewhere. ~~Where this is determined to be an ongoing situation~~ this occurs, develop local contingency plans ~~should be developed to~~ minimize the hazard to employees who may ~~come in contact with~~ encounter loose syringes during the course of duty.

## Vaccination Program

All Offer all employees on List A and those employees on List B who

are considered occupationally exposed ~~must be offered~~ an HBV vaccination in accordance with the latest guidance from the Public Health Service. The nurse administrator ~~and/or~~, servicing medical personnel, or both must do the following:

- ~~d~~Develop a program that meets the requirements of the standard, ~~and e~~
- ~~Offer~~ insures that employees are ~~offered~~ a vaccination after ~~they receiving~~ receive the required training and within 10 days of initial assignment.

Employees who decline must complete the form in Appendix A of the OSHA standard. ~~A~~ You may find the form for declining or accepting the vaccination ~~can be found~~ at <http://safetytoolkit.usps.gov:12/bloodbornepathogens.aspx>.

## Incident Reporting and Investigation

### Mailpiece Incident Reporting

~~Use~~ The Mailpiece Incident Report Tool (MIRT) ~~must be used to~~ document incidents involving potentially infectious materials in the mails. ~~For those Employees with access to the Safety Toolkit (STK) may find, the Mailpiece Incident Report Tool can be found~~ MIRT in the menu under the "Create Safety Records" tab. ~~Those Employees who do not have access to STK can~~ may reach the MIRT at <http://SafetyToolkit.usps.gov/IRT>. ~~After documenting the incident, installation heads must follow up with the mailer to prevent future incidents.~~

### Accident Reporting

The ~~employee's~~ supervisor ~~of the employee~~ must complete an accident report in the Employee Health and Safety (EH&S) System (EH&S) if an injury or exposure (e.g., needlestick, laceration, or splash) related to potentially infectious materials occurs. For reporting purposes, OSHA considers such exposures occupational injuries if the incident results in the recommendation of medical treatment beyond first aid.—

### Sharps Injury Log

If a potentially contaminated sharp penetrates an employee's skin-is penetrated by a potentially contaminated sharp, the district OHNA must do the following:

1. Record the incident ~~must additionally be recorded on a Sharps Injury Log.~~
2. Maintain the Sharps Injury Log. -A-

~~Sharps Injury Log can be found at: <http://safetytoolkit.usps.gov:12/bloodbornepathogens.aspx>, and must be completed and maintained by the district OHNA.~~

The Sharps Injury Log must contain:

1. 4. The type and brand of device involved in the incident.
2. 2. The department or work area where the exposure incident occurred, and
3. 3. An explanation of how the incident occurred.

The district OHNA must record and maintain the information in the sharps Sharps injury Log must be recorded and maintained in a manner that protects the confidentiality of the injured employee.

You may find the Sharps Injury Log at <http://safetytoolkit.usps.gov:12/bloodbornepathogens.aspx>.

## **Investigation**

The employee's supervisor must do the following:

- Evaluate Each exposure incident ~~must be evaluated (regardless of reporting status), and~~
- Take steps ~~must be taken to prevent future occurrences where possible.~~
- Transmit ~~All exposure information must be transmitted to the health care professional treating the individual.~~

## **Medical Procedures**

### **Post-Post-Exposure Evaluation and Follow-Up**

Establish ~~Procedures must be established in the written exposure control plan to ensure required medical post-post-exposure evaluation and follow-up by a contract medical provider. The procedures~~ must include the following:

1. 4. Documenting the route of exposure.
2. 2. Identifying and documenting the source of the potential BBP (individual if possible).

3. 3.—Testing employee's blood for HBV and HIV.
4. 4.—Providing ~~post~~ post-exposure prophylaxis as recommended by the Public Health Service.
5. 5.—Counseling.
6. 6.—Evaluating reported illnesses.

### **Professional Information**

All medical personnel responsible for implementing this ~~instruction~~ MI (i.e., hav—ing occupationally exposed employees) must have on hand a copy of the OSHA standard, which you can find at [https://www.osha.gov/pls/oshaweb/owadisp.show\\_document?p\\_table=STANDARDS&p\\_id=10051](https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=10051).

## Written Opinion on Exposure

Medical personnel must ensure that the treating physician provides a written opinion to the Postal Service and that the employee receives a copy within 15 days that includes the following:

- Whether or not HBV vaccination is indicated,
- Whether or not it was given, and
- Other elements required in the standard.

## Medical Records

Nurse administrators must maintain records on all occupationally exposed employees (see Recordkeeping).

## Hazard Communication

### Operations Personnel

Operations personnel must ensure the implementation of that applicable portions of paragraph (g) of the standard are implemented as necessary, e.g., putting warning labels are put on regulated medical wastes (e.g. such as sharps containers in restrooms).

Management at all levels must stress the importance of awareness during acceptance and handling of biological materials. Acceptance employees must be familiar with labeling and packaging requirements.

## Information and Training

### All Postal Service Employees

The Postal Service is committed to providing periodic "awareness" training to all ~~postal~~ Postal Service employees as part of government-wide efforts to protect the public.

You may use any of the following training methods:

- Safety talks,
- Bloodborne pathogen awareness videos (see references) sponsored by the Postal Service (see References), and
- Other methods may be used.

### Occupationally Exposed Employees

Training of occupationally exposed employees is required upon initial assignment and annually thereafter. The BBP training provided by the Postal Service meets the subject matter requirements below. ~~See the Safety Training Matrix~~ Safety Training Matrix at <http://safetytoolkit.usps.gov:12/safetytraining.aspx> for the most current Learning Management System (LMS) course numbers covering required training for occupationally exposed employees.

A knowledgeable person must give the training. This could be a trained

physician, nurse, or safety and health professional familiar with the following subject matter:

1. ~~4.~~—The text of the standard.
2. ~~2.~~—Methods of bloodborne disease transmission.
3. ~~3.~~—Overview of the exposure control plan and the means by which the employee ~~can~~ may obtain a copy of the written plan.
  4. ~~4.~~—Methods of compliance.
  5. ~~5.~~—Use of personal protective equipment.
  6. ~~6.~~—Vaccinations and employee rights.
  7. ~~7.~~—Spill and leak response plans.
  8. ~~8.~~—Exposure incident procedures — first aid, hand washing, and evaluations.
  9. ~~9.~~—Medical follow-up procedures and counseling.
  10. ~~10.~~—Methods for recognizing tasks and activities that may involve exposure to blood or other infectious materials.

## Recordkeeping

### Medical

Each employee considered occupationally exposed to BBPs must have a section in ~~their~~ his or her employee medical folder dedicated to the records ~~re-~~quired by paragraph (h) of the standard, including ~~the following~~:

1. ~~1.~~—HBV vaccination status and dates of vaccinations.
2. ~~2.~~—Copies of all follow-up examination reports.
3. ~~3.~~—Health care professionals' written opinions, if needed.
4. ~~4.~~—All exposure incident information as required.

### Training

The nurse administrator must do the following:

1. ~~1.~~—~~Include~~ a copy of LMS training records showing all required training for occupationally exposed employees in the employee medical folder.
2. ~~Retain~~ Training records ~~must be retained~~ for 3 years.
3. ~~Follow~~ ~~Other~~ provisions of the standard regarding availability, records transfer, and confidentiality ~~must be followed~~.

Records must include the following:

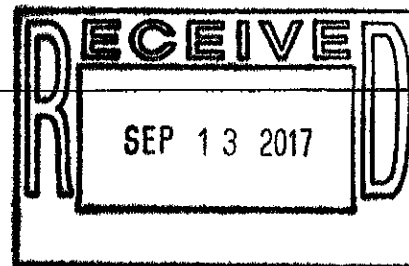
1. ~~1.~~—Dates of sessions.
2. ~~2.~~—Summary of the content.
3. ~~3.~~—Names and qualifications of trainers.
4. ~~4.~~—Names and job titles of all employees attending.



## References

1. 1.—29 CFR 1910.1030, "Occupational Exposure to Bloodborne Pathogens,"  
[https://www.osha.gov/pls/oshaweb/owadisp.show\\_document?p\\_table=STANDARDS&p\\_id=10051](https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=10051).
2. 2.—NIOSH, "Bloodborne Infectious Diseases: HIV/AIDS, Hepatitis B, Hepatitis C,"  
<https://www.cdc.gov/niosh/topics/bbp/>.
3. 3.—OSHA Instruction CPL 2.244D, "Enforcement Procedures for the Occupational Exposure to Bloodborne Pathogens,"  
[https://www.osha.gov/pls/oshaweb/owadisp.show\\_document?p\\_table=DIRECTIVES&p\\_id=2570](https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=DIRECTIVES&p_id=2570).
4. 4.—OSHA Fact Sheet, "Bloodborne Pathogen Exposure Incidents," -  
[https://www.osha.gov/OshDoc/data\\_BloodborneFacts/bbfact04.pdf](https://www.osha.gov/OshDoc/data_BloodborneFacts/bbfact04.pdf).
5. 5.—OSHA Fact Sheet, "Hepatitis B Vaccination Protection," -[https://www.osha.gov/OshDoc/data\\_BloodborneFacts/bbfact05.html](https://www.osha.gov/OshDoc/data_BloodborneFacts/bbfact05.html)  
[https://www.osha.gov/OshDoc/data\\_BloodborneFacts/bbfact05.html](https://www.osha.gov/OshDoc/data_BloodborneFacts/bbfact05.html).
6. 6.—OSHA Fact Sheet, "OSHA's Bloodborne Pathogens Standard," -  
[https://www.osha.gov/OshDoc/data\\_BloodborneFacts/bbfact01.html](https://www.osha.gov/OshDoc/data_BloodborneFacts/bbfact01.html)  
[https://www.osha.gov/OshDoc/data\\_BloodborneFacts/bbfact01.html](https://www.osha.gov/OshDoc/data_BloodborneFacts/bbfact01.html).
7. 7.—Training, see BBP tab at: <http://safetytoolkit.usps.gov:12/safetytraining.aspx>.

LABOR RELATIONS



September 13, 2017

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

Faxed

Dear Brian:

This is in reference to our general interest notice dated August 25 concerning the Postal Service's revision to Sections 604, *Postage Payment Methods and Refunds*, and 609, *Filing Indemnity Claims for Loss or Damage*, of the Domestic Mail Manual (DMM).

It has come to our attention that the enclosures may have been omitted from our mailing. Accordingly, we have enclosed a copy of the August 25 notice and copies of the final draft of the revisions, one with and one without changes identified.

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

Sincerely,

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

## LABOR RELATIONS



August 25, 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 Sections 604, *Postage Payment Methods and Refunds*, and 609, *Filing Indemnity Claims for Loss or Damage*, of the Domestic Mail Manual (DMM).

The purpose of the revisions is to add an option to allow customers to request postage and fees refunds for select product and services online. This option is scheduled to begin September 30.

Enclosed are copies of the final draft, one with and one without changes identified.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

## Domestic Mail Manual (DMM)

### 9.2 Postage and Fee Refunds

A customer may file for a refund of postage and fees as provided under 9.2. For information on filing an indemnity claim for loss or damage see 609.

#### 9.2.5 Applying for Refund

A customer may apply for refunds under 9.2, excluding postage refunds for extra service fees under 9.2.7 as follows; the customer must apply for a refund on

- a. Online (preferred) at [www.USPS.com/help](http://www.USPS.com/help): For Priority Mail Express (e.g., postage, Sunday or holiday premium fee, 10:30 a.m. delivery fee), and for Certified Mail<sup>®</sup>, Return Receipt (hardcopy and electronic), Signature Confirmation<sup>™</sup>, and USPS Tracking (USPS Marketing Mail only), extra services only. Evidence of services purchased must be retained by the mailer until the refund request is resolved. Customers may be required to upload evidence of services purchased (.pdf or .jpeg) and provide their shipping date. Appeals of denied online refund requests must be processed online and must be submitted within 30 days of receipt of the denial.
- b. Form 3533; For all refunds listed under 9.2, a customer may submit Form 3533 submit it to the postmaster; and provide the envelope, wrapper (or a part of it) showing the names and addresses of the sender and addressee, canceled postage and postal markings, or other evidence of postage and fees paid. The local postmaster grants or denies refund requests under 9.2. Payment processing is through Accounting Service Center. Adverse rulings may be appealed through the postmaster to the manager, Pricing and Classification Service Center (see 608.8.0), who issues the final agency decision. Refunds for postage evidencing systems postage, excluding postage refunds for extra service fees under 9.2.7, are submitted under 9.3.

#### 9.2.7 Applying for Extra Service Refund

For refunds for fees paid for extra services, as allowed under applicable standards in 9.2, the customer must apply for a refund online at [www.usps.com/domestic-claims](http://www.usps.com/domestic-claims)

## 9.5 Priority Mail Express Postage and Fees Refunds

### 9.5.6 How to Apply for a Refund

The A mailer may apply for a refund online at [usps.com/help](http://usps.com/help) (preferred) under 9.2.5a, or must complete Part I of Form 3533 in duplicate and submit it, along with the original customer copy of Label 11, to any Post Office.

### 9.5.7 Immediate Refund Payment

- a) Online: Refunds are paid by check or are as a credit to an account (i.e., USPS Corporate Account, a federal government agency account, etc.).
- b) Form 3533:
  - 1) Immediate Refund: If the USPS can determine immediately that the mailer is entitled to a refund and the Priority Mail Express Item had postage affixed, then the USPS refunds the postage immediately in cash or with a no-fee money order.
  - 2) Deferred Refund: If the USPS cannot determine immediately that the mailer is entitled to a refund, then the USPS researches the application and, if appropriate, issues a refund by check or as a credit to an account (i.e., USPS Corporate Account, a federal government agency account, etc.) to the mailer within 5 business days.

### ~~9.5.8 Deferred Refund~~

~~If the USPS cannot determine immediately that the mailer is entitled to a refund, then the USPS researches the application and, if appropriate, issues a refund to the mailer within 5 business days.~~

### ~~9.5.9 Refunds Through a Corporate or Agency Account~~

~~If the USPS determines that the mailer is entitled to a refund and postage was paid through a USPS Corporate Account or a federal government agency account, then the USPS refunds the postage by issuing a credit to that account within 5 business days.~~

## 609 Filing Indemnity Claims for Loss or Damage 1.0 General Filing Instructions

### 1.0 General Filing Instructions

#### 1.1 Extra Services With Indemnity

A customer may file an indemnity claim for insured mail, COD Items, Registered Mail with postal Insurance, or Priority Mail Express. See Publication 122, available on [www.usps.com](http://www.usps.com), for additional information. For information on postage and fee refunds see 604.9.2.

## Domestic Mail Manual (DMM)

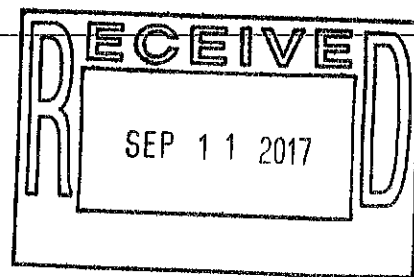
### 9.2 Postage and Fee Refunds

A customer may file for a refund of postage and fees as provided under 9.2. For information on filing an indemnity claim for loss or damage see 609.

#### 9.2.5 Applying for Refund

A customer may apply for refunds under 9.2, as follows:

- a. *Online (preferred) at [www.USPS.com/help](http://www.USPS.com/help)*: For Priority Mail Express (e.g., postage, Sunday or holiday premium fee, 10:30 a.m. delivery fee), and for Certified Mail<sup>®</sup>, Return Receipt (hardcopy and electronic), Signature Confirmation<sup>™</sup>, and USPS Tracking (USPS Marketing Mail only), extra services only. Evidence of services purchased must be retained by the mailer until the refund request is resolved. Customers may be required to upload evidence of services purchased (.pdf or .jpeg) and provide their shipping date. Appeals of denied online refund requests must be processed online and must be submitted within 30 days of receipt of the denial.
- b. **Form 3533**: For all refunds listed under 9.2, a customer may submit Form 3533 to the postmaster; and provide the envelope, wrapper (or a part of it) showing the names and addresses of the sender and addressee, canceled postage and postal markings, or other evidence of postage and fees paid. The local postmaster grants or denies refund requests under 9.2. Payment processing is through Accounting Service Center. Adverse rulings may be appealed through the postmaster to the manager, Pricing and Classification Service Center (see 608.8.0), who issues the final agency decision. Refunds for postage evidencing systems postage are submitted under 9.3.



September 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 plans to test the Mail Visibility Application (MVA) on postal owned smartphones.

*Mail History* and *Enhanced Barcode Diagnostics* are the MVA programs subject to testing. These programs will provide real-time delivery information for containers, packages, tray labels, and mail pieces.

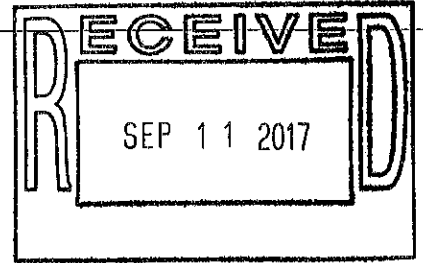
The anticipated test dates are September 11 through October 4.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs



September 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 plans to update the Intelligent Mail Device (IMD) Full Acceptance function at Non-Retail Systems Software (RSS) sites. Implementation is scheduled on September 30.

This revision will expand the IMD Priority Mail Express Full Acceptance function at non-RSS sites to include the following products when the customer also purchases Insurance, Collect on Delivery (COD), or domestic Return Receipt (hardcopy PS Form 3811):

- Priority Mail
- First-Class Mail
- First-Class Package Service – Retail

We have enclosed draft copies of the following:

- Retail Service Talk – New Intelligent Device (IMD) Full Acceptance Procedures – Non-Retail Systems Software (RSS) Retail Sites
- Standard Operating Procedures Using the Intelligent Device (IMD) to Enter Full Acceptance Record for Priority Mail, First-Class Mail, First-Class Package Service – Retail at Non-Retail System Software (RSS) Retail Sites
- Frequently Asked Questions (FAQs) – New Intelligent Device (IMD) Full Acceptance Procedures – Non-Retail Systems Software (RSS) Retail Sites

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures





## **Retail Service Talk New Intelligent Mail Device (IMD) Full Acceptance Procedures- Non-Retail Systems Software (RSS) Retail Sites**

The Postal Service is deploying an update to the IMD on September 30, 2017 to expand the current Priority Mail Express Full Acceptance procedures on the IMD to include Priority Mail, First-Class Mail, and First-Class Package Service-Retail items when Insurance, Collect on Delivery (COD), and domestic Return Receipt (hardcopy PS Form 3811) are purchased at non-RSS sites. As a result of this update, piece level data necessary to support online claims and refunds submissions will be enabled. This update will also provide improved visibility to products or Extra Services purchased at non-RSS sites aligning with all other acceptance channels (i.e. RSS sites, Self-Service Kiosks (SSKs), USPS Click-N-Ship, PC Postage, Permit Imprint/manifest or electronic Verification System (eVS)), which will improve the customer experience, and reduce our operational costs to adjudicate claims and refund disputes.

The Retail Service Talk, Frequently Asked Questions (FAQs), and Standard Operating Procedures (SOP) for completing Full Acceptance of Priority Mail, First-Class Mail, and First-Class Package Service – Retail, when Insurance, Collect on Delivery (COD), and domestic Return Receipt (hardcopy PS Form 3811) are purchased at non-RSS Retail sites are posted on the following bluepages:

**<http://blue.usps.gov/retail/policy-procedures/standard-operating-procedures/welcome.htm>**

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

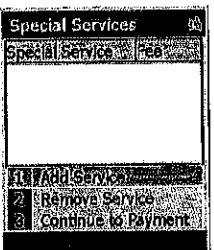
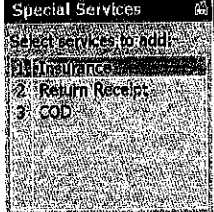
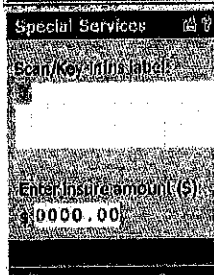
By following the proper processes and procedures for domestic Extra Services, the Postal Service will better meet customer needs and cultivate opportunities to gain new business and increase revenue.

Thank you for your continued efforts as we strive to improve our products and services!

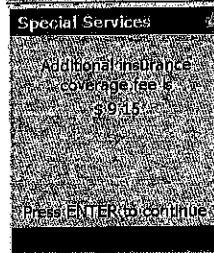


**Standard Operating Procedures  
Using the Intelligent Mail Device (IMD) to  
Enter a Full Acceptance Record for  
Priority Mail, First-Class Mail, or First-Class Package Service - Retail  
at Non-Retail System Software (RSS) Retail Sites**

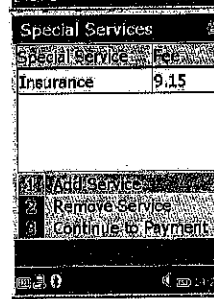
1. Setting up scanner: With scanner, **scan badge ID barcode**.
2. From the **"In-Office menu"** on the IMD, select **Scan Barcode**.
3. **Scan the Extra Service label barcode** (Label 400, PS Form 3813, 3813-P, or 3816) or enter the full tracking number on the scanner keypad. (Note: if Label 400 is already affixed to item and insurance or COD is being purchased, remove or obliterate the Label 400 and begin the process by scanning the appropriate insurance or COD form barcode, not the Label 400.)
4. Select the **Accept** event.
5. Select **Class of Mail**.
6. If **"Priority Mail"** is selected, select a **service/product**:
  - a. If flat rate package type is not listed under **service/product**, select **Other**.
  - b. Enter **Destination ZIP Code**.
  - c. Select **Yes or No** at prompt: "Is mailpiece being sent a flat rate?"
  - d. Follow the workflow screens to capture the Priority Mail aspects (dimensions and shape).
  - e. Select **Yes or No** at prompt: "Is this mailpiece addressed to a P.O. Box?"
  - f. Provide service time to customer. Press **ENTER** to continue.
  - g. **Continue to follow the prompts to Add Extra Services** (example is insurance, additional screens options may be available, depending upon selections made):

- i. 
  
Special Services
  - 1 Add Service
  - 2 Remove Service
  - 3 Continue to Payment
- ii. 
  
Special Services
  - 1 Insurance
  - 2 Return Receipt
  - 3 COD
- iii. 
  
Special Services
 

Scan/Key In Insured

Enter insure amount (\$):  
\$0000.00
- iv. 
  
Special Services
 

Additional insurance coverage fee \$ 9.15

Press ENTER to continue
- v. 
  
Special Services
 

Special Service	Fee
Insurance	9.15

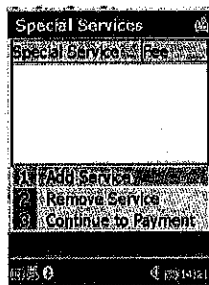
  - 1 Add Service
  - 2 Remove Service
  - 3 Continue to Payment



vi.

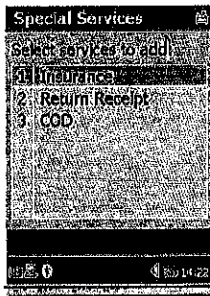
7. If **"First-Class"** is selected, select a **service/product**:

- a. Select **shape (Letters, Large Envelopes, or Parcels)**.
- b. Enter **Destination ZIP Code**.
- c. Follow the workflow screens to capture the First-Class Mail aspects (weight, etc., as prompted)
- d. Provide service time to customer. Press **ENTER** to continue.
- e. Postage fee is displayed. Press **ENTER** to continue.
- f. Select **Yes or No** at prompt: "Is this mailpiece addressed to a P.O. Box?"
- g. **Continue to follow the prompts to Add Extra Services** (example is insurance, additional screens options may be available, depending upon selections made):

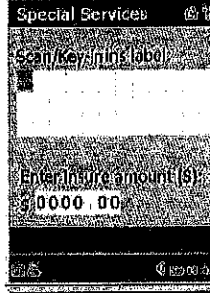


i.

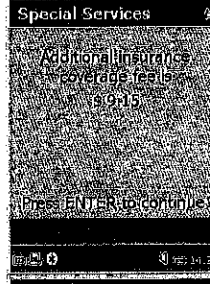
ii.



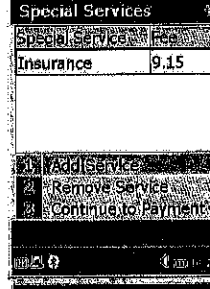
iii.



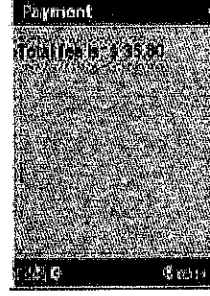
iv.



v.



vi.





### **Keys to success**

- Ensure the IMD scanner is set up with the full ZIP+4 of the facility (Source: Facility Database (FDB)).
- Ensure Extra Services are correctly entered as requested by the customer.
- Ensure the payment is entered completely and correctly.
- Cradle the IMD to ensure data uploads properly.



## **Frequently Asked Questions (FAQs) New Intelligent Mail Device (IMD) Full Acceptance Procedures- Non-Retail System Software (RSS) Retail Sites**

### **Q: What is changing on the IMD for Full Acceptance procedures?**

A: The current Priority Mail Express (PME) Full Acceptance process on the IMD will be expanded to include domestic Priority Mail (PM), First-Class Mail (FCM) and First-Class Package Service – Retail (FCPS-Retail) items when Insurance, Collect on Delivery (COD), and Return Receipt (hardcopy PS Form 3811) are purchased.

### **Q: Why are we expanding the current PME Full Acceptance procedures to include domestic PM, FCM and FCPS-Retail with Insurance, COD, or Domestic Return Receipt service?**

A: The piece level data necessary to enable online claims or refund submissions and processing is not currently captured at non-RSS sites for any product other than PME. This expansion for PM, FCM, and FCPS-Retail will provide improved visibility for additional products and Extra Services purchased at non-RSS sites, improve the customer experience, and reduce our operational costs to adjudicate claims and to address refund disputes.

### **Q: Why will this only impact non-RSS Sites?**

A: This will only impact non-RSS sites because all other acceptance channels (i.e. RSS sites, Self-Service Kiosks (SSKs), USPS Click-N-Ship, PC Postage, Permit Imprint/manifest or electronic Verification System (eVS)) already provide for capturing piece level data.

### **Q: When will the new IMD Full Acceptance procedures for PM, FCM and FCPS-Retail take effect?**

A: The IMD Full Acceptance changes for PM, FCM, and FCPS-Retail will take effect on Saturday, September 30, 2017.

### **Q: Where can I find more details about the new Full Acceptance procedures?**

A: The internal Retail Service Talk, Frequently Asked Questions (FAQs) and the Standard Operating Procedures (SOPs) for completing IMD Full Acceptance for domestic PM, FCM, and FCPS-Retail items when Insurance, COD, and Return Receipt (hardcopy), are purchased at non-RSS sites are posted as follows:

**<http://blue.usps.gov/retail/policy-procedures/standard-operating-procedures/welcome.htm>**

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



**Q: How will the IMD know to prompt for the “Full Acceptance”?**

A: When a Label 400, *USPS Tracking*, PS Form 3816, *COD Label and Mailing Receipt*, or, PS Forms 3813 or 3813-P, *Insured Mail Receipt*, are scanned, the IMD Full Acceptance procedures will be enabled. (Note: if COD or Insurance is being purchased, the applicable COD or Insurance label is scanned, Label 400 does not need to be scanned or affixed in addition).

**Q: Will the IMD enable “Full Acceptance” if I scan a hardcopy domestic Return Receipt?**

A: No. Domestic Return Receipt service requires an applicable prerequisite service to be purchased so that the IMD will not permit Full Acceptance for only a Return Receipt. A Return Receipt is scanned as part of the COD or Insurance (for more than \$500) Full Acceptance procedure.

**Q: What happens if a domestic Return Receipt is being purchased, but it does not include a barcode on it?**

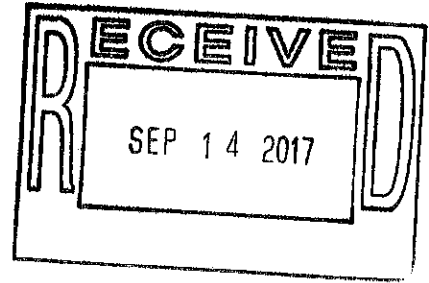
A: When a domestic Return Receipt is being purchased we must ensure the form version being used is a barcoded version dated either April 2015 or July 2015. If the form version date is older than April 2015, have the customer complete a barcoded version to ensure we can scan and link the barcode to the host Extra Service being purchased.





September 12, 2017

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



Dear Brian:

As a matter of general interest, the Postal Service is updating the Delivery Operation Information System (DOIS) to enhance its functionality.

Release 6.1 includes:

- Automated download of piece counts for packages and Small Parcels & Rolls (SPRs) from Arrival at Unit (AAU)
- Elimination of the option to print PS Form 3971
- Conversion of several forms from Adobe FormFill to LiveCycle

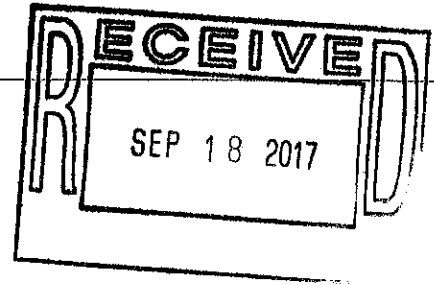
National implementation of this update is scheduled to begin the week of September 18.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs



September 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:**  
70161370000230149947

Dear Brian

This is in further reference to the April 20 notice (enclosed) concerning decentralization of Computerized Forwarding System (CFS) units by incorporating the workload into mail processing operations at the designated Processing & Distribution Centers (P&DCs).

As previously stated, the pilot testing will begin with the mail that is currently being processed in the CFS unit at the Merrifield P&DC. As part of the pilot, a portion of the CFS mail currently processed at Merrifield will be held at the appropriate pilot plant for processing. Each of the three pilot plants will process all the mail types currently processed at CFS units. These will be mail processing operations at the plant referred to as Mechanical Forwarding System (MFS) operations. The three pilot sites include Baltimore, MD, Charleston, WV, and Pittsburgh, PA. Flat Postal Automated Redirection System (FPARS) mail will continue to flow to the currently assigned P&DCs for processing.

Enclosed is a copy of the employee service talk on the initial testing of the MFS which will begin on September 25 at the Pittsburgh, PA P&DC. Activation dates for the Charleston, WV pilot plant will be no earlier than October 23.

If you have any questions, please contact Judith Reeder of my staff at extension 3577.

Sincerely,

*RD* Rickey Dean  
Manager  
Contract Administration (APWU)

Enclosures



April 20, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street  
Alexandria, Virginia 22314-2763

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

Dear Brian:

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

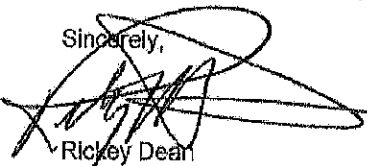
The Postal Service plans to pilot this concept beginning with the CFS unit located in the Merrifield, Virginia Processing & Distribution Center (P&DC). Currently, the Merrifield P&DC CFS unit processes forwarding mail for ten facilities that use the Postal Automated Redirection System (PARS). As part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

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

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

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

Sincerely,



Rickey Dean  
Manager  
Contract Administration (APWU)



## **STAND-UP TALK**

### **Mechanized Forwarding System (MFS)**

#### **Pilot Testing at the Pittsburgh PA P&DC**

#### **What is the Mechanized Forwarding System (MFS)?**

Starting Monday, September 25th, the Pittsburgh P&DC will begin testing of Mechanized Forwarding System (MFS) operations. This is a pilot project to begin to decentralize forwarding and return operations from Function 4 in CFS units to Function 1 in mail processing plants. There are two additional MFS pilot sites at the Baltimore P&DC (already completed) and Charleston WV plants.

The goal of this project is to improve service to our customers by moving the forwarding and return operations to plants that are carrying out the PARS / FPARS operations. This puts the MFS operation closer to the sources of the mail volume processed which is letter PARS rejects, non-machinable letters and flats, some package volume from the Remote Forwarding System (RFS) in delivery units, and Change of Address (COA) forms. This project is planned to reduce the processing time to get this mail to our customers.

#### **Changes due to the Mechanized Forwarding System (MFS)**

Over the coming weeks the forwarding and return mail currently going to CFS in Merrifield, VA will be transitioned to the Pittsburgh Plant:

- Letter PARS rejects from PARS processing at the Pittsburgh P&DC
- FPARS rejects from FPARS processing at the Pittsburgh P&DC
- COA form rejects from COA processing at the Pittsburgh P&DC
- Non-machinable letters and flats, and some packages from local delivery units, AOs, hub-sites
- Non-machinable letters and flats, and some packages from local delivery units from the Erie, Johnstown, and Altoona plants.

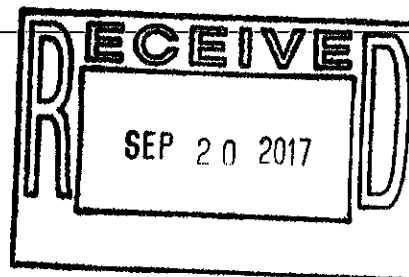
This mail will shift from being processed at the Northern VA CFS Unit to MFS processing at the Pittsburgh P&DC over the next two weeks, beginning on Monday, September 25th. Please be alert to new notifications as to the progress of this change in operations.

#### **How Does MFS Impact You?**

All employees (Operations, Retail, and Delivery) who identify and / or sort mail or mail containers with mail destined to CFS Merrifield VA will begin to send this mail to MFS Pittsburgh as we go through a transition period of moving this volume.

- Signage, placards, and labels for CFS Merrifield will be changed to MFS Pittsburgh.
- Dock operations and breakdown units will consolidate into MFS containers and move MFS containers to MFS operations at the Pittsburgh P&DC.

LABOR RELATIONS



September 14, 2017

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

Dear Brian:

As a matter of general interest, beginning in early November, the Postal Service will distribute a postcard to all employees eligible to participate in the Federal Employees Health Benefits Program (FEHB).

The purpose of the subject postcard (enclosed) is to encourage employees to evaluate their FEHB plan selection in advance of Open Season.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosure

YOU COULD SAVE  
**\$1,000**

or more on

**HEALTH  
INSURANCE**





475 L'ENFANT PLAZA SW Rm 9670  
WASHINGTON, DC 20260-4001

First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

You may be able to switch to a plan that better meets your needs and could save you **\$1,000 or more in premiums** (money from your paycheck) each year.

Take a few minutes to look at **Checkbook's Guide to Health Plans** and see how your plan stacks up against other options.

To start, go to:

- [iteblue.usps.gov/planselection](https://iteblue.usps.gov/planselection).
- Click the link for **Checkbook**.

By taking time to select the right plan and coverage level for you, you can be confident that you have the right coverage at the right price.

**This open season, take action and save money!**

Subscribe to **Link mobile** for the latest open season news.

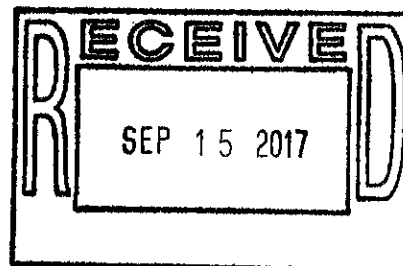
Go to: <https://usps.link>.

© 2017. USPS® All Rights Reserved.





August 25, 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 implementing an initiative called Pristine Post Office 6S.

This program was developed to ensure that our facilities focus on cleanliness and organization to promote safe and efficient workspaces. 6S stands for Safety First, Sort, Set in Order, Shine, Standardize, and Sustain.

The program includes building inspections and improving signage and staging lines/lanes. Also included will be a general cleanup of areas both on the workroom floor and retail lobbies.

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

Sincerely,

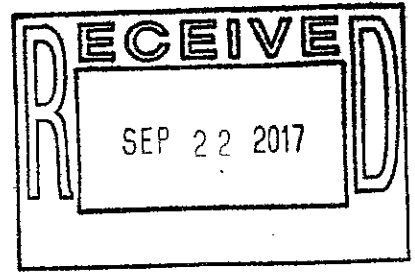
A handwritten signature in cursive script that reads "Alan S. Moore".

f- Alan S. Moore  
Manager  
Labor Relations Policies and Programs





September 6, 2017



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

Dear Brian:

As a matter of general interest, the Postal Service plans to implement a new process that allows customers to request refunds online for Priority Mail Express and Extra Services. This process is scheduled for national deployment on September 30.

We have enclosed draft copies of the following:

- Retail Service Talk – Online Refunds for Priority Mail Express and Extra Services
- External Frequently Asked Questions (FAQs)
- Internal Frequently Asked Questions (FAQs)
- Timelines for Online Domestic Claims and Refunds

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

## Online Refunds For Priority Mail Express® and Extra Services

On September 30, 2017, the Postal Service will enhance our customer experience by introducing an online application to allow consumers and businesses to request service failure refunds for domestic Priority Mail Express® (PME) and applicable Extra Services. Consumers may use their laptop, desktop, smartphone or tablet (iOS or Android) to access USPS.com to submit individual refund requests. Commercial customers can access the application through the Business Customer Gateway (BCG) where they can submit bulk file uploads for up to 1,000 refund requests.

This new online application will allow registered users to electronically submit their refund request for the following products and extra services for mailpieces with an Intelligent Mail package barcode (IMpb):

Primary Product/Service	Extra Service/Value Added Service	Excluding
Priority Mail Express®	<ul style="list-style-type: none"> <li>• 1- and 2-Day Delivery</li> <li>• 10:30 A.M. Delivery</li> <li>• Collect on Delivery</li> <li>• Sunday / Holiday Delivery</li> <li>• APO/FPO/DPO PME Delivery</li> </ul>	
Certified Mail®		<ul style="list-style-type: none"> <li>• Certified Mail with Restricted Delivery</li> <li>• Certified Mail with Adult Signature Services</li> </ul>
Return Receipt and Return Receipt Electronic		
Signature Confirmation™		<ul style="list-style-type: none"> <li>• Adult Signature Services</li> <li>• Signature Confirmation with Restricted Delivery</li> </ul>
USPS Tracking® <ul style="list-style-type: none"> <li>• USPS Marketing Mail™ parcels only</li> </ul>		

Refunds for Adult Signature and Restricted Delivery services may only be requested at a USPS Retail location and the request must meet the required filing time limits. Customers will still have the option of requesting all PME and Extra Service refunds using PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts* at Retail locations.

### **Benefits:**

- Leverages Product Tracking and Reporting System (PTR) to validate eligibility of each request
- Consumers can view the status of their refund request
- Consumers can file a dispute for a denied refund request

### **Repayment Methods:**

- Click-N-Ship® customers will receive refunds in their original form of payment (PayPal® or Credit Card).
- Commercial customers using USPS Corporate Accounts (USPSCA) for payment and requesting a refund online will receive payment in the form of a check.
- Commercial customers requesting a refund at a USPS Retail® location and have completed a PS Form 3533, will continue to receive a credit to their USPSCA as they do today.

**For questions contact: [ShippingServices@usps.gov](mailto:ShippingServices@usps.gov)**

**External  
Frequently Asked Questions (FAQ's)  
Online Refunds for Priority Mail Express® and Extra Services**

**Q. Which Priority Mail Express® (PME) service failures can I use the online refund application to request a refund for?**

A. You can use the new application to request refunds for the following PME service failures:

Primary Product/Service	Extra Service/Value Added Service
Priority Mail Express®	<ul style="list-style-type: none"> <li>• 1- and 2-Day Delivery</li> <li>• 10:30 A.M. Delivery</li> <li>• Collect on Delivery</li> <li>• Sunday / Holiday Delivery</li> <li>• APO/FPO/DPO PME Delivery</li> </ul>

**Q. Which Extra Service(s) can I use the online application to request a refund for?**

A. You can request refunds for the following extra services:

Primary Product/Service	Excluding
Certified Mail®	<ul style="list-style-type: none"> <li>• Certified Mail Restricted Delivery</li> <li>• Certified Mail Adult Signature Services</li> </ul>
Return Receipt and Return Receipt Electronic	
Signature Confirmation™	<ul style="list-style-type: none"> <li>• Adult Signature Services</li> <li>• Signature Confirmation Restricted Delivery</li> </ul>
USPS Tracking® • USPS Marketing Mail™ parcels only	

**Q. May I request a refund for Priority Mail Express International® (PMEI) online?**

A. No. A refund request for PMEI must be made in person at a USPS Retail® location.

**Q. How can I access the new USPS Online Refund application to request a PME or Extra Service refund?**

A. You must register online at USPS.com to request a PME or Extra Service refund. Once on USPS.com, you must navigate to the help section and select Request a Refund. If you are a commercial customer you must register through Business Customer Gateway (BCG) at <https://gateway.usps.com/eAdmin/view/signin>.

**Q. What will I need in order to request a refund online for PME and/or an Extra Service?**

A. You will need to sign into your USPS.com or BCG account and your mailpiece must contain an Intelligent Mail® package barcode (IMpb®). The refund request must meet the filing time limits required by the Postal Service.

**Q. What is the time limit for requesting a PME service refund?**

A. A PME service failure refund may be requested no sooner than 2 days from the date of mailing for a Priority Mail Express 1-Day® delivery and no later than 30 days after the date of mailing, and no sooner than 3 days from the date of mailing for a Priority Mail Express 2-Day® delivery and no later than 30 days after the date of mailing.

**Q. What is the time limit for requesting an Extra Service refund?**

A. Refunds for Extra Service failures may be requested no sooner than 10 days from the date of mailing and no later than 60 days after the date of mailing.

**Q. May I request a refund for more than one item at a time online?**

A. Yes. Commercial customers using the Business Customer Gateway may submit refund requests containing up to 1,000 records in a bulk file format. Consumers using USPS.com may only submit a single request for one item/shipment at a time.

**Q. How will I know if my refund request was received?**

A. You will receive an initial confirmation email within 24 hours notifying you that your refund request was received.

**Q. Once my request is filed online, how long does it take to process the payment?**

A. Once all required documentation is received and the refund request is determined as eligible, the payment is processed immediately.

**Q. How will I know my request has been processed?**

A. Once submitted, you can log into your history page at any time to see the status of your request. You will be able to view the refund statuses shown below:

<b>Refund Request Status</b>	<b>Dispute Status</b>
• Under Review	• Dispute Under Review
• Partially Approved	• Dispute Approved
• Approved	• Dispute Denied
• Denied	• Dispute Paid
• Processing Payment	
• Paid	

**Q. If I am a commercial customer who has requested a refund using a bulk file upload how will I know the status of my refund request?**

A. If you are a commercial customer who has requested a refund using the bulk file upload process, you may log into your history page to see the status of your refund request. Once processing is complete, the history page will display the status (paid or denied) of each record entered in the bulk file.

<b>Bulk File Upload Status</b>
• Submitted
• Pending
• Processed

**Q. If my refund is denied will I be able to dispute it?**

A. Yes. If your request is denied, the reason for the denial will be indicated. The online application will allow you to navigate to the dispute page of the application where you will be able to provide additional documentation for further consideration.

**Q. In what form of payment will I receive my refund if I filed my request online?**

A. Payment requests for PME or Extra Service refunds will be received in the following manner:

- Consumers: Payment will be received in the form of a check.
- Click-N-Ship® Customers: Payment will be received via the original form of payment (PayPal®<sup>1</sup> or credit card).
- Commercial Customers: Payment will be received in the form of a check.
- USPS Corporate Account Customers: Payment will be received in the form of a check.

**Q. In what form of payment will I receive my refund if I filed my request at a USPS® Retail location?**

A. As it is today, payment for PME or Extra Service refunds will be received in the following manner after a completed PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts*, is submitted and the refund request is approved:

- If the refund is \$25 or less, you will receive cash.
- If the refund is over \$25, you will be given a no-fee money order.
- If the refund is over \$1,000, a check will be mailed to you from the San Mateo Accounting Service Center.
- If you are a USPS Corporate Account (USPSCA) customer you will receive a credit to your USPSCA.

---

<sup>1</sup> PayPal® is a registered trademark of PayPal®, Inc.

---



Internal  
Frequently Asked Questions (FAQs)  
Online Refunds for Priority Mail Express® and Extra Services

**Q. Which Priority Mail Express® (PME) service failures can customers use the online refund application to request a refund for?**

A. Customers can use the new application to request refunds for the following PME service failures:

Primary Product/Service	Extra Service/Value Added Service
Priority Mail Express®	<ul style="list-style-type: none"> <li>• 1- and 2-Day Delivery</li> <li>• 10:30 A.M. Delivery</li> <li>• Collect on Delivery</li> <li>• Sunday / Holiday Delivery</li> <li>• APO/FPO/DPO PME Delivery</li> </ul>

**Q. Which Extra Service(s) can customers use the online refund application to request a refund for?**

A. Customers can use the new refund application to request refunds for the following extra services:

Primary Product/Service	Excluding
Certified Mail®	<ul style="list-style-type: none"> <li>• Certified Mail Restricted Delivery</li> <li>• Certified Mail Adult Signature Services</li> </ul>
Return Receipt and Return Receipt Electronic	
Signature Confirmation™	<ul style="list-style-type: none"> <li>• Adult Signature Services</li> <li>• Signature Confirmation Restricted Delivery</li> </ul>
USPS Tracking® • USPS Marketing Mail™ parcels only	

**Q. Can customers request a refund for Priority Mail Express International® (PMEI) online?**

A. No. A refund request for PMEI must be made in person at a USPS Retail location.

**Q. Will customers be able to request a refund for postage for live animals shipped by Priority Mail Express®?**

A. Yes. Per the Domestic Mail Manual, section 604.9.5.5.g, postage refund for shipment of live animals may be given if delivery or attempted delivery was not made in three days from the date of mailing.

**Q. How can customers access the new USPS Online Refund Application?**

A. All customers must register online at USPS.com or for commercial customers, through the Business Customer Gateway (BCG) to access the new online refund application to request either a Priority Mail Express® or one of the approved Extra Services refund.

**Q. What will customers need in order to request a refund for Priority Mail Express® and/or an Extra Service online?**

A. Customers will need a USPS.com or BCG account. In addition, their mailpiece must contain an Intelligent Mail® package barcode (IMpb®). The refund request must meet the filing time limits required by the Postal Service.

**Q. What is the time limit for requesting a PME service refund?**

A. A PME service failure refund may be requested no sooner than 2 days from the date of mailing for a Priority Mail Express 1-Day® delivery and no later than 30 days after the date of mailing, and no sooner than 3 days from the date of mailing for a Priority Mail Express 2-Day® delivery and no later than 30 days after the date of mailing.

**Q. What is the time limit for requesting an Extra Service refund?**

A. Extra Service refunds may be requested no sooner than 10 days from the date of mailing and no later than 60 days after the date of mailing.

**Q. Can customers request a refund for more than one item at a time online?**

A. Yes. Commercial customers using the Business Customer Gateway may submit refund request containing up to 1,000 records in a bulk file format. Consumers using USPS.com may only submit a single request for one item/shipment at a time.

**Q. How will customers know if their refund request was received?**

A. Customers will receive an initial confirmation email within 24 hours notifying them that their refund request was received.

**Q. Once a refund request is filed online, how long does it take to process the payment?**

A. Once all required documentation is received and the refund request is determined as eligible, the payment is processed immediately.

**Q. How will customers know when their refund request has been processed?**

A. Once submitted, customers can log into their history page at any time to see the status of their request. The customer will be able to view the refund statuses shown below:

Request Status	Dispute Status
• Under Review	• Dispute Under Review
• Partially Approved	• Dispute Approved
• Approved	• Dispute Denied
• Denied	• Dispute Paid
• Processing Payment	
• Paid	

**Q. How will a commercial customer who has requested a refund using a bulk file upload know the status of their refund request?**

A. Commercial customers who requested a refund using the bulk file upload process may log into their history page to see the status of their refund request. Once processing is complete, the history page will display the status (paid or denied) of each record entered in the bulk file.

Bulk File Upload Status
• Submitted
• Pending
• Processed

**Q. Will customers be able to file a dispute for a denied refund?**

A. Yes. If the refund request is denied, the reason for the denial will be indicated. The online application will allow the requestor to navigate to the dispute page where they will be able to provide additional documentation for further consideration.

**Q. In what form of payment will customers receive their refund if they filed the request online?**

A. Customers requesting PME or Extra Service refunds will receive their payments in the following manner:

- Consumers: Payment will be received in the form of a check.
- Click-N-Ship® Customers: Payment will be received via the original form of purchase (PayPal® or credit card).
- Commercial Customers: Payment will be received in the form of a check.
- USPS Corporate Account Customers: Payment will be received in the form of a check.

**Q. In what form of payment will customers receive their refund if they filed the request at a USPS Retail® location?**

A. As it is today, customers requesting PME or Extra Service refunds will receive their payments in the following manner after a completed PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts*, is submitted and the refund request is approved:

- If the refund is \$25 or less, the customer receives cash.
- If the refund is over \$25, the customer is given a no-fee money order.
- If the refund is over \$1,000, a check will be mailed to the customer from the San Mateo Accounting Service Center.
- USPS Corporate Account (USPSCA) customers will receive a credit to their USPSCA.



# Timelines for Online Domestic Claims and Refunds

Customers may file domestic claims for loss, damaged and/or missing contents, or postage and fee refunds online at [usps.com/help/welcome.htm](http://usps.com/help/welcome.htm).

## DOMESTIC CLAIMS

### Damaged and/or Missing Contents — All Mail Types and Services

Customers may file claims for damaged and/or missing contents immediately, but no later than 60 days from the mailing date.

Lost Articles Timeline By Mail Type or Service	When to File (from the mailing date)	
	No Sooner Than	No Later Than
Priority Mail Express®	7 days	60 days
Priority Mail Express Collect on Delivery	15 days	60 days
Registered Mail™	15 days	60 days
Registered Mail Collect on Delivery	15 days	60 days
Insured Mail	15 days	60 days
Collect on Delivery	15 days	60 days
APO/FPO Priority Mail Express Military®	21 days	180 days
APO/FPO/DPO Insured Mail and Registered Mail (Priority Mail®, First-Class Mail®, SAM, or PAL)	45 days	1 year
APO/FPO/DPO Insured Mail (Surface Only)	75 days	1 year

## DOMESTIC REFUNDS

### Services Paid For, But Not Rendered

Timeline By Mail Type or Service

When to File (from the mailing date)  
No Sooner Than No Later Than

#### Guaranteed Priority Mail Express Services

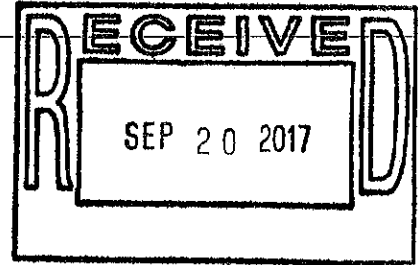
Priority Mail Express 1-Day® and Priority Mail Express 2-Day® Delivery <sup>3</sup>	2 days	30 days
Priority Mail Express 10:30 A.M. Delivery <sup>3</sup>	2 days	30 days
Priority Mail Express Sunday/Holiday Delivery <sup>3</sup>	2 days	30 days
APO/FPO Priority Mail Express Military <sup>4</sup>	2 days	30 days
<b>Extra Services</b>		
Certified Mail® <sup>6</sup>	10 days	60 days
Return Receipt Electronic	10 days	60 days
Return Receipt <sup>7</sup> (hardcopy PS Form 3811)	10 days	60 days
Signature Confirmation™ <sup>6</sup>	10 days	60 days
USPS Tracking™ (for USPS Marketing Mail™ parcels only)	10 days	60 days

**Note:** The Postal Service™ may refund postage and/or fees for Extra Services not rendered, unless otherwise excluded by standard or one of the circumstances in DMM 604.9.2.4. The Postal Service may, without obtaining a signature, return to the sender certain undeliverable Priority Mail Express or Extra Services items as provided in DMM 507.1.8.5.

- For a Priority Mail Express (PME) mailpiece that includes an Extra Service with a refundable fee, the customer must file a claim no sooner than 10 days from the mailing date.
- Only the mailer may make a claim for a refund for PME postage (the mailer is the sender of a PME item or the holder of the USPS Corporate Account used to pay for postage).
- For a PME 1-Day or 2-Day delivery item, the Postal Service refunds the postage and the Sunday or holiday premium fee and/or the 10:30 A.M. delivery fee subject to the standards for this service as provided in DMM 604.9.5.1, unless the delay was caused by one of the circumstances in DMM 604.9.5.5.
- The Postal Service may make postage refunds for a PME Military item if the Postal Service did not deliver the item according to the applicable guaranteed service standard as provided in DMM 604.9.5.2, unless the service failure was caused by one of the circumstances in DMM 604.9.5.5.
- Availability of fee refunds for Extra Services, including those services not listed above, are as provided in DMM 604.9.0.
- Refunds are not available for an undeliverable Certified Mail or Signature Confirmation item that received an event scan indicating an attempted delivery (e.g., UAA, Refused, etc.).
- The Postal Service refunds fees for return receipt service as provided under DMM 604.9.2.3. If a mailpiece to be returned has a return receipt attached to it, the return receipt stays attached to the mailpiece as provided in DMM 507.1.8.5.

FOR INTERNAL USE ONLY — Not for Display In Lobby





September 18, 2017

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

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

Gentlemen:

*Brian*

As a matter of information, the Postal Service plans to revise Management Instruction, EL-380-2006-2, *Procedures for Proposed Adverse Actions Against EAS Levels 18 and Above and PCES 01 Executives*.

The revision provides clarification to the procedures required by officials when proposing adverse actions against EAS Levels 18 and Above, PCES 01 Executives and Postal Service employees in the Payband schedule.

We have enclosed a final draft of this Management Instruction, *Procedures for Proposed Adverse Actions Against EAS Levels 18 and Above, Pay Bands and PCES 01 Executives*, one with and one without changes identified.

Please contact me if you have any questions concerning this matter.

Sincerely,

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

Enclosure

# Management Instruction

## Procedures for Proposed Adverse Actions Against EAS Levels 18 and Above, Pay Bands and PCES 01\_ Executives

This management instruction (MI) provides the required procedures for developing and finalizing notices of proposed adverse actions against Postal Service employees in Executive and Administrative Schedule (EAS) levels 18 and above, Pay Bands and Postal Career Executive Service (PCES).

01 executives. The MI also provides procedures for required consultations when an employee is to be placed on administrative leave. This instruction does not apply to employees of the Inspection Service or the Office of Inspector General.

### Adverse Action Procedures

#### Definitions

*Adverse actions*, for the purpose of this MI, are removals, suspensions of more than 14 days, furloughs for 30 days or less, and/or reductions in grade or pay.

*Appropriate human resources or labor personnel are:*

- a. For field employees, including district and area employees, the manager of Human Resources or the manager of Labor Relations for the appropriate district or area. Area Human Resource managers may establish procedures regarding the appropriate contacts for consultations in their area and districts.
- b. For headquarters and headquarters field units, Corporate Personnel Human Resources (Headquarters).

*Designated legal counsels are:*

- a. For field employees, including district and area employees, the appropriate field managing Counsel or designee.
- b. For headquarters and headquarters field unit employees, the General Counsel or designee.

Date	May-2, 2006
Effective	Immediately
Number	EL-380-2006-2
Obsoletes	EL-380-2006-288-5
Unit	Labor Relations

*Anthony J. Vegliante*  
*Jeffrey Williamson Chief Human Resources*  
*Officer and Executive Vice President*  
*Human Resources*

#### CONTENTS

Adverse Action Procedures .....	1
Definitions .....	1
Initial Assessment and Draft .....	2
Legal Counsel Review and Recommendations .....	2
Subsequent Action by Proposing Official .....	2
Administrative Leave .....	3
Emergency Situation .....	3

## **Initial Assessment and Draft**

Before drafting the proposed adverse action, the proposing official is required to consult with appropriate human resources or labor personnel. During such consultation, the following must be considered:

- a. Whether the relevant facts supporting the action are substantiated; and
- b. Whether the selected penalty is reasonable and warranted by the severity of the charges.

The proposing official is responsible for completing a draft notice of proposed adverse action in consultation with the appropriate human resources or labor personnel. The charges in the notice must be in sufficient detail to provide the individual adequate notice of the charges. Prior discipline relied upon for the penalty assessment must be cited. The notice of proposed adverse action must include the proper appeal rights as set forth in section 650, *Employee and Labor Relations Manual*, including, if appropriate, the option to mediate the proposed action. The name and address of the appropriate officials to whom a request for mediation must be sent with PS Form 650 (Request for ELM 650 Mediation) and to whom an appeal is to be directed also must be included in the proposed notice. The proposing official must transmit the final version of the draft to the appropriate human resources or labor relations personnel.

## **Legal Counsel Review and Recommendations**

The appropriate human resources or labor personnel must submit the draft notice of the proposed adverse action along with all documentation pertaining to that action to the designated legal counsel. The designated legal counsel will review the draft and provide legal advice and recommendations to the appropriate human resources or labor personnel regarding the appropriateness of the charges and the selection of the penalty. The appropriate human resources or labor personnel will advise the proposing official of the designated legal counsel's advice and recommendations. This advice is subject to attorney-client privilege and should not be shared with others and/or placed in the official discipline file. Further, it should not be released during any discovery proceedings without the permission of the designated legal counsel.

## **Subsequent Action by Proposing Official**

If the proposing official agrees with the recommendations of the designated legal counsel, he or she will incorporate the recommendations into the proposed notice of adverse action.

If the proposing official disagrees with the recommendations of the designated legal counsel, he or she must obtain written permission from the manager, Field Labor Relations, Headquarters, to issue charges or select a penalty that was not recommended by designated legal counsel. The written request must include:

- a. The proposing official's draft of the proposed notice of adverse action containing the charges and penalty that he or she would like to issue;
- b. All documentation regarding the proposed charges and penalty, including any prior discipline that will be referenced for penalty assessment;
- c. A copy of the legal counsel's recommendations or a statement regarding what the recommendations were and who made them; and
- d. A written explanation of the reasons the proposing official wants to pursue charges and/or a penalty different from that recommended by the legal counsel.

A copy of the written request for permission to pursue non-recommended charges or penalties must be provided to the legal counsel who reviewed the proposed discipline and to the area manager, Human Resources.

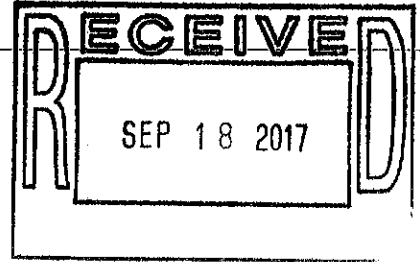
The manager, Field Labor Relations, Headquarters, will issue a written decision on the matter within 15 calendar days of receipt of the proposing official's correspondence.

## **Administrative Leave**

Managers should consult with their appropriate human resources or labor personnel regarding initial placement of an employee on administrative leave or in a non-pay status pending disciplinary action or investigation into possible misconduct. When it is anticipated that an employee will be placed on administrative leave for more than 30 days or placed in a non-pay status for more than 14 days pending disciplinary action or investigation into possible misconduct, the manager must consult with the appropriate human resources or labor personnel, who will in turn consult with the applicable designated legal counsel before providing advice to the manager.

## **Emergency Situation**

In any case where emergency action may be warranted, a telephone request for advice on the action must be made to the appropriate human resources or labor personnel. The appropriate human resources or labor personnel will provide advice in consultation with designated legal counsel.



September 15, 2017

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

Dear Brian:

As a matter of general interest, the Postal Service has created a letter detailing opportunities for noncareer employees to enroll in the USPS Health Benefits (USPSHB) Plan.

The subject letter (enclosed) provides information concerning employee eligibility, premium contributions, and enrollment deadlines for the USPSHB Plan. It will be distributed to every noncareer employee upon their original hire and any reappointment.

We intend to begin distribution of the subject letter in late September.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosure



[DATE]

[NAME]

[ADDRESS]

[ADDRESS]

Congratulations on your appointment to the United States Postal Service!

As part of your new appointment, you are eligible to enroll in the USPS Health Benefits (USPSHB) Plan to provide health coverage for you and your eligible family members. **Be aware that there is a deadline to enroll.** I encourage you to read this notice carefully so that you can make an informed decision regarding this important opportunity.

#### **Eligibility for USPSHB Plan Coverage**

To be eligible to enroll in the USPSHB Plan, you must meet one of these requirements:

- (1) Be a City Carrier Assistant (CCA), Mail Handler Assistant (MHA), Postal Support Employee (PSE), Rural Carrier Associate (RCA) or non-bargaining non-career employee (except casuals), **OR**
- (2) Be a casual employee and also meet the Patient Protection and Affordable Care Act (PPACA) definition of a full-time employee by averaging 30 paid hours per week over a measurement period. Casual employees will receive a letter notifying them of their eligibility if they meet the PPACA requirement.

Please note that if you are a re-employed annuitants who is enrolled in FEHB, you are not eligible to enroll in the USPSHB Plan.

#### **Premium Contributions for USPS HB Plan**

If you are a Mail Handler Assistant (MHA), Postal Support Employee (PSE), Rural Carrier Associate (RCA), eligible casual or eligible non-bargaining non-career employee and you enroll in the USPSHB Plan, you will receive a Postal Service contribution of at least \$125 per pay period towards plan premiums, reducing the cost you pay for your health coverage. The \$125 contribution is towards any USPSHB Plan enrollment type.

Effective October 28, 2017, CCAs will receive \$125 towards premiums for Self Only enrollments and a 65 percent contribution towards Self Plus One or Self and Family premiums. If reappointed, the Postal Service contribution towards Self Plus One and Self and Family premiums will increase to 75 percent.

Visit <https://liteblue.usps.gov/uspsbhp> for plan information, including rates. If you are a bargaining unit employee, more information concerning your eligibility and contribution rates can be found in your collective bargaining agreement.

#### **Deadline to Enroll**

**You must enroll within 60 days** of your enter-on-duty date (or eligibility date for casual employees). Your coverage will be effective the first day of the pay period following the submission of your election via *PostalEASE* or the receipt of your *PostalEASE USPS Health Benefits Plan Worksheet* by the Human Resources Shared Service Center (HRSSC).

If you do not enroll by the deadline, you will not be able to enroll until the next Open Season unless you experience a qualifying life event, such as marriage or birth of a child. Open Seasons are held annually beginning in November. Any election you make will not take effect until January of the next calendar year.

### **How to Enroll**

You may use *PostalEASE* to enroll in the USPSHB Plan unless your enrollment is due to a Qualifying Life Event (QLE). If your enrollment or change is as a result of a QLE you must contact the HRSSC at 1-877-477-3273, option 5; TTY 1-866-260-7507. Your coverage will be effective the first day of the pay period following your election.

Before you decide to enroll, you should review Handbook EL-520, *Guide to USPS Health Benefits Plan* and the *Summary of Benefits and Coverage* on LiteBlue at <https://liteblue.usps.gov/uspsbhp>. These guides provide a helpful overview of what is covered by the USPSHB Plan and your share of health care costs. You should also complete the *PostalEASE USPS Health Benefits Plan Worksheet* to ensure that you have all of the required information readily available.

Once you are ready to enroll, access *PostalEASE* via the web at <https://liteblue.usps.gov>, on an Employee Self-Service Kiosk (available at some facilities), or by calling the Employee Service Line at 1-877-477-3273, option 1; 1-TTY 866-260-7507. I strongly recommend that if you are enrolling in a Self Plus One or Self and Family Plan that you use the web version of *PostalEASE*, and not the phone. Use your USPS Employee ID number (EIN) found at the top of your earnings statement and USPS Self-Service password to access LiteBlue and *PostalEASE* via the web. Use your USPS EIN and current 4-digit USPS PIN to conduct self-service telephone transactions on the telephone using Interactive Voice Response System (IVR). If you don't know your USPS Self-Service Password, you can reset your USPS Self-Service Password (and USPS PIN) using the Self-Service Profile (SSP) Application at [www.ssp.usps.gov](http://www.ssp.usps.gov) or via links provided on Blue and the LiteBlue logon page.

The quickest way for your election to be processed is for you to use *PostalEASE*. However, if you are unable to use *PostalEASE*, you may also complete the *PostalEASE USPSHBP Worksheet* and PS Form 3120, *Notice to Non-Career Employees Eligible to Enroll in USPS Health Benefits Plan Coverage* (available at <https://liteblue.usps.gov/uspsbhp>). Mail **both** forms to the HRSSC at:

HRSSC  
Compensation/Benefits  
PO Box 970400  
Greensboro, NC 27497-0400

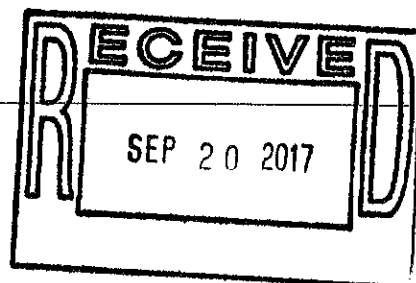
If you have questions relating to your benefits, please feel free to contact the HRSSC at 1-877-477-3273, option 5; TTY 1-866-260-7507.

Again, congratulations on your appointment!

Jeffrey C. Williamson  
Chief Human Resources Officer



LABOR RELATIONS



September 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:**  
70161370000230149961

Dear Brian

As a matter of general interest, the Postal Service has developed a recruitment video for the Enterprise Customer Care Centers (ECCCs).

The video is titled "Customer Care Center Agents, The Voice of Service and Support for our Customers" and will be used for internal recruitment of craft employees as well as job fairs, open houses, orientation and training. Customer Care Center Agents have given testimonials detailing some of their experiences working at the call centers. The video is intended to provide employees who work outside the Customer Care Centers a better understanding of the duties of a Customer Care Center Agent and the overall environment within the call center.

Enclosed on compact disc is a copy of the recruitment video.

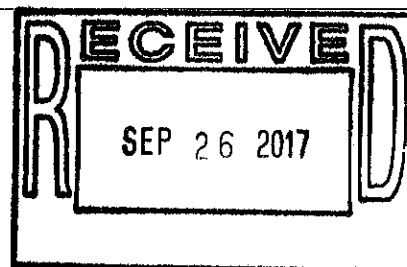
Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

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

*RR* Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure



September 6, 2017

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

Dear Brian:

As a matter of general interest, the Postal Service has created Statistical Programs (SP) Letter #1, Fiscal Year 2018, *City Carrier Cost System (CCCS); Rural Carrier Cost System (RCCS); In-Office Cost System (IOCS); Transportation Cost Systems (TRACS); Origin-Destination Information System—Revenue, Pieces, and Weight (ODIS-RPW); System for International Revenue and Volume, Outbound—International Origin-Destination Information System (SIRVO- IODIS); System for International Revenue and Volume—Inbound (SIRVI); and Statistical Programs Management (SPM).*

The subject letter outlines changes to the "USPS Mail Characteristics" screens in several software applications and provides instructions for employees to sample "First-Class Package Service" parcels.

We have enclosed a final draft copy of SP Letter #1, FY 2018.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosure

FINANCE



August 30, 2017

MANAGERS (DISTRICT)  
MANAGERS, FINANCE (DISTRICT)  
MANAGERS, FINANCIAL PROGRAMS COMPLIANCE (DISTRICT)

SUBJECT: Policy Memo, Statistical Programs (SP) Letter #1, Fiscal Year 2018

This letter provides updates to policies and procedures for: City Carrier Cost System (CCCS); Rural Carrier Cost System (RCCS); In-Office Cost System (IOCS); Transportation Cost Systems (TRACS); Origin-Destination Information System—Revenue, Pieces, and Weight (ODIS-RPW); System for International Revenue and Volume, Outbound—International Origin-Destination Information System (SIRVO-IODIS); System for International Revenue and Volume—Inbound (SIRVI); and Statistical Programs Management (SPM).

**CCCS**

Attachment 1 provides policy changes to Premium Forwarding Service, Retail Postage Labels, First-Class Package Service—Retail, and City Test Type—Digital/Non-Digital.

Attachment 1 also provides policy changes in the reference guide for Identifying Inbound International Express Mail.

**RCCS**

Attachment 2 provides policy changes to Premium Forwarding Service, Retail Postage Labels, First-Class Package Service—Retail, and Rural Test Type—Digital/Non-Digital.

Attachment 2 also provides policy changes in the reference guide for Identifying Inbound International Express Mail.

**IOCS and IOCS-Cluster**

Attachment 3 provides policy and software changes, and updates to Premium Forwarding Service, First-Class Parcels and First-Class Package Service, International Mail, Clerk/Mailhandler Assignment and Activity Questions, Equipment at Plants, Equipment at NDCs, Automation Scheme, Type of Cancellation or Preparation Unit, Type of Manual Distribution Operation, and Barcode Scanning screens.

Attachment 3 also provides a policy update in IOCS-Cluster, Record Readings until 11 a.m.

**TRACS**

Attachment 4 provides updates to the TRACS Surface and Air software regarding identifying Premium Forwarding Service, the removal of the Auto/Non-Auto Separation for USPS Marketing Mail (Standard Mail), the recording of new First-Class Package Service—Retail mailpieces, and recording Retail Postage Labels.

Attachment 4 also provides an update in the reference guide for Identifying Inbound International Express Mail, and to the Barcode Scanning Instructions.

**ODIS-RPW**

Attachment 5 provides policy updates regarding First-Class Package Service—Retail, Digital Tests: DAL Markings, Dimension screen for Parcel Return Service, and Premium Forwarding Service.

Attachment 5 also provides an update in the reference guide to additional First-Class Mail Markings.

**SIRVO-IODIS**

Attachment 6 provides policy updates regarding Product Type Recording, Electronic Scales, and Forever stamps.

Attachment 6 also provides an update in the reference guide to the U.S. Origin (Outbound) International Mail Identification Flowchart.

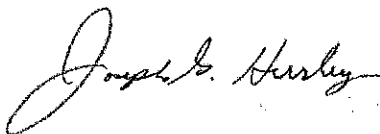
**SIRVI**

Attachment 7 provides policy updates regarding Weigh-only Sampling.

Attachment 7 also provides an update in the reference guide to RM-1 SIRVI Test Types and RM-9 SIRVI Weigh-only Form.

**SPM**

Attachment 8 provides policy updates to the TRACS Cancellation Code Table, Training Completion and Documentation, Records Retention Policy, and SIRVI Weigh-Only test data review.



Joseph Hurley  
Manager  
Statistical Programs

**Attachments**

cc: Joseph Corbett  
Sharon Owens  
Steven Phelps  
Richard T. Cooper  
John P. Kelley  
Brad V. Pafford  
Martin Czigler  
Area Controllers  
Area Accounting Managers  
Mainiti Hood-Allen, Office of Inspector General  
Steve Pinard, Office of Inspector General  
Allison Vetter, Senior Manager, Ernst and Young  
Alan S. Moore

**CITY CARRIER COST SYSTEM  
(CCCS)**

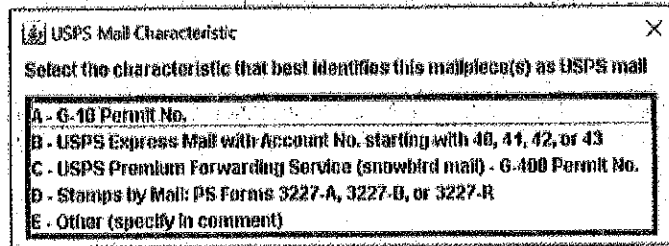
The following software, policy and procedure changes are effective October 1, 2017.

**Premium Forwarding Service**

The *USPS Mail Characteristics* screen is updated from:

Characteristics/Markings – select first applicable:

- A – G-10 Permit No.
- B – USPS Express Mail with Account No. starting with 40, 41, 42, or 43
- C – USPS Premium Forwarding Service (snowbird mail) – G-400 Permit No.
- D – Stamps by Mail: PS Forms 3227-A, 3227-B, or 3227-R
- E – Other (specify in comment)

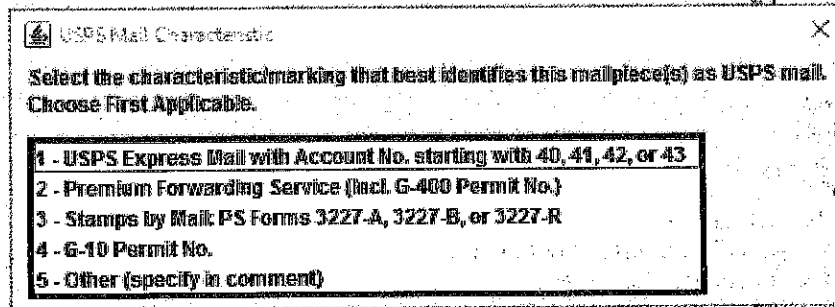


to:

Select the characteristic/marking that best identifies this mailpiece(s) as USPS mail.

Choose first applicable:

- 1 – USPS Express Mail with Account No. starting with 40, 41, 42, or 43
- 2 – Premium Forwarding Service (Incl. G-400 Permit No.)
- 3 – Stamps by Mail: PS Forms 3227-A, 3227-B, or 3227-R
- 4 – G-10 Permit No.
- 5 – Other (specify in comment)



Premium Forwarding Service mailpieces are mailed with either a G-400 Permit or a G-10 Permit. If the mailpiece is marked "Premium Forwarding Service", with or without a G-400 Permit, record it as USPS Mail and select option 2 – *Premium Forwarding Service (Incl. G-400 Permit No.)*.

The *Information* screen is updated from:

- 6. USPS Premium Forwarding Service (snowbird mail) – G – 400 Permit No.

to:

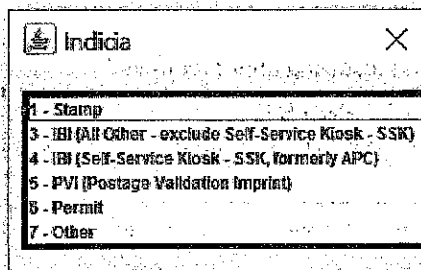
- 6. Premium Forwarding Service (Incl. G-400 Permit No.)

In the CCCS Reference Guide, we updated the Domestic Mail Categories Chart:

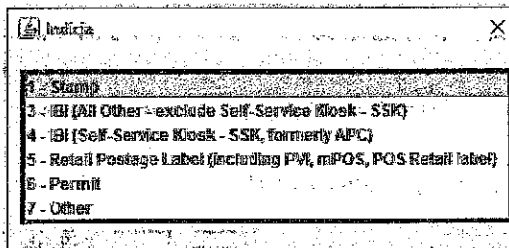
<p><b>USPS Mail</b></p>	<p>USPS Mail is material sent by the U.S. Postal Service for official business purposes. Identify USPS Mail according to the endorsements. <b>Do not use the return address to identify USPS Mail.</b>  Do not record damaged mail enclosed in a USPS transparent cellophane envelope as USPS Mail. Record the original mail class.</p>	<ul style="list-style-type: none"> <li>• G-10 Permit</li> <li>• Express Mail with Account No. starting with: 40, 41, 42, or 43</li> <li>• Merchandise Return Service with Permit No. 999</li> <li>• USPS Business Reply Mail with Permit No. 73026</li> <li>• PO Box Fee Payment with Permit No. 99998</li> <li>• USPS premium Forwarding Service – G-10 or G-400 Permit No.</li> <li>• Stamps by Mail: PS Forms 3227-A, 3227-B, or 3227-R</li> </ul>
<p><b>Free Mail</b></p>	<p>Free Mail is material sent to or by the blind or other disabled persons, or mail from members of the U.S. Armed Forces serving in Presidentially designated Hot Zones or mail from members of the U. S. Armed Forces serving in approved overseas locations and should have a complete APO or FPO return address, the word "Free" in the upper right corner, and a complete delivery address. In most cases, the mailpiece will also exhibit an APO or FPO postmark.</p>	<p>Free Matter for the Blind and Other Physically Handicapped Persons <b>Free</b></p>
<p><b>Other</b></p>	<p>Mail with no visible postage and no endorsements. Use the Unendorsed Mail Decision Table to determine the mail category.  <small>*In the service icon or service banner</small></p>	

**Retail Postage Labels**

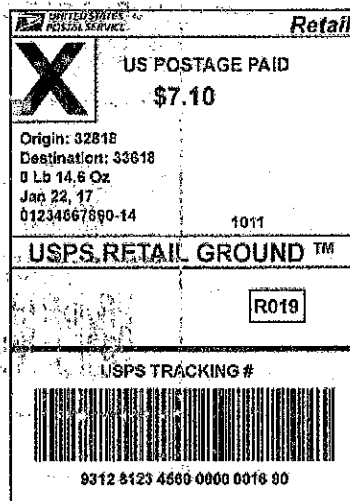
In the CCCS software, option 5 in the *Indicia* screen is updated from: 5 – PVI (Postage Validation Imprint)



to: 5 – Retail Postage Label (including PVI, mPOS, POS Retail label)



Record all POS PVI, mPOS, and POS Retail labels as option 5 – Retail Postage Label (including PVI, mPOS, POS Retail label). An example of a POS Retail label is shown below.

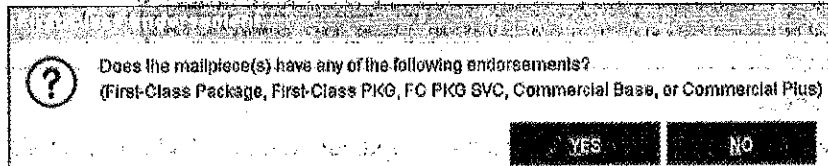


**First-Class Package Service – Retail**

The Postal Regulatory Commission (PRC) approved the transition of First-Class Parcels from a Market Dominant product to a Competitive product. As a result, the name changes to First-Class Package Service – Retail.

The *First-Class Endorsement* screen in the CCCS software is updated from:

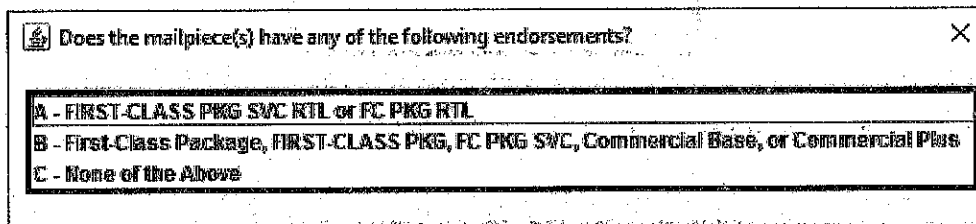
Does the mailpiece(s) have any of the following endorsements?  
(First-Class Package, FIRST-CLASS PKG, FC PKG SVC, COMMERCIAL BASE, or COMMERCIAL PLUS)



to:

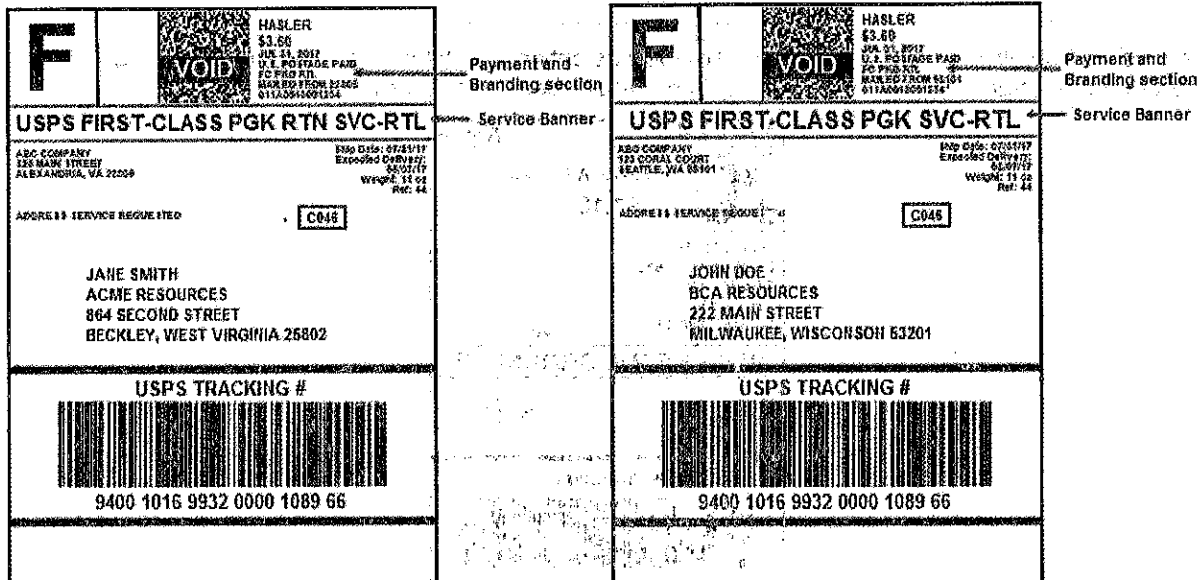
Does the mailpiece(s) have any of the following endorsements?

- A – FIRST-CLASS PKG SVC RTL or FC PKG RTL
- B – First-Class Package, FIRST-CLASS PKG, FC PKG SVC, Commercial Base, or Commercial Plus
- C – None of the Above



Record the new First-Class Package Service – Retail parcels using option A – *FIRST-CLASS PKG SVC RTL or FC PKG RTL*.

Example of First-Class Package Service – Retail label:



In the CCCS Reference Guide, we updated the Domestic Mail Categories Chart:

Mail/Subcategory	Description	Endorsement
First-Class Mail	<p>First-Class Mail receives expeditious handling and transportation. The USPS does not guarantee the delivery of First-Class Mail within a specified time.</p> <p>Weights 13 ounces or less. Includes letters, cards, flats, small parcels, or rolls.</p> <p>Cards, whether stamped card or postcard or each half of a double stamped card or postcard, claimed at a card rate must be:</p> <ul style="list-style-type: none"> <li>• Rectangular</li> <li>• Not less than 3 1/2 inches high, 6 inches long, and 0.007 inches thick</li> <li>• Not more than 4 1/4 inches high, 6 inches long, and 0.016 inches thick</li> </ul> <p>Double Card - consists of two attached cards, one of which is designed to be detached by the recipient and returned by mail as a single card. Plain stickers, seals, or staples must be used to fasten the open edge at the top or bottom. Any sealing on the left and right sides of the double cards is prohibited to claim the First-Class Card rate.</p>	<p>See the First-Class Mail Decision Table or the Domestic Mail Manual for valid First-Class Mail Markings.</p>
First-Class Package Return Service	<p>First-Class Package Return Service is a lightweight package return service.</p>	<p>First-Class Package Return Service, First-Class Returns, First-Class Package Return Service-Retail</p>

### City Test Type – Digital/Non-Digital

Pending PRC approval, CCCS plans to derive the Delivery Point Sequence (DPS) distribution keys from data recorded on ODIS-RPW digital tests. Once approved, there will still be some tests where the data collector is required to sample DPS mail, but for a majority of the tests, DPS sampling will be replaced by this digital process.

There is a new "Testtype" field added to the software distinguishing Digital Tests from Non-Digital Tests. Currently, all CCCS tests have a Testtype of "D01" which means non-digital and thus DPS must be sampled during the tests.

In the future, these options will be used as follows:

If the Testtype is "D01", then the test must be conducted as normal. DPS mail must be included in the test.

If the Testtype is "D02", there is a digital test for DPS mail corresponding to that CCCS Test, and the DPS options are grayed out. The data collector excludes the DPS mail for CCCS tests with a Testtype of "D02".

### Identifying Inbound International Express Mail

In the CCCS Reference Guide, the Foreign Origin Inbound International Mail Identification Flowchart is updated to clarify the recording of Inbound International Express Mail. The Express Mail box on the flowchart is updated from:

#### Express Mail

Does the mailpiece have:

- a – EMS Logo; or
- b – PS Form 5626; or
- c – PS Form 5626x?

to:

#### Express Mail

Does the mailpiece have:

- a – a barcode beginning with an 'E'

and

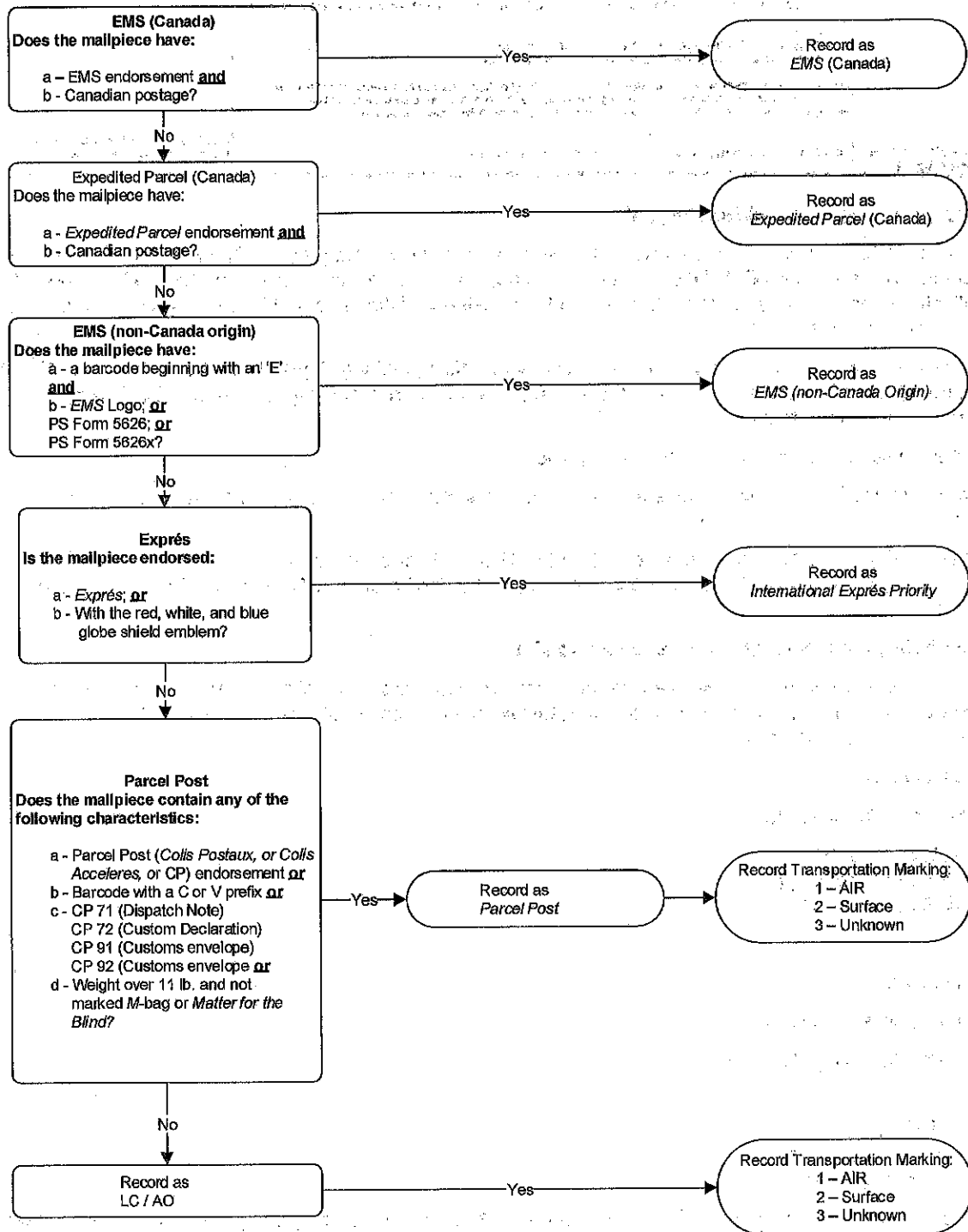
- b – EMS Logo; or
- PS Form 5626; or
- PS Form 5626x?

If the mailpiece has only an EMS Logo but does not have a barcode beginning with an 'E', then answer "No" to this question and continue through the flowchart.



## Carrier Cost System

### Foreign Origin (Inbound) International Mail Identification Flowchart



August 2017

### RURAL CARRIER COST SYSTEM (RCCS)

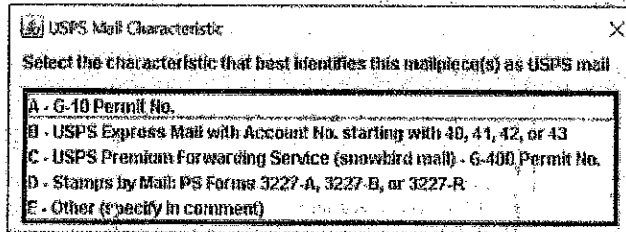
The following software, policy and procedure changes are effective October 1, 2017.

#### Premium Forwarding Service

The *USPS Mail Characteristics* screen is updated from:

Characteristics/Markings – select first applicable:

- A – G-10 Permit No.
- B – USPS Express Mail with Account No. starting with 40, 41, 42, or 43
- C – USPS Premium forwarding Service (snowbird mail) – G-400 Permit No.
- D – Stamps by Mail: PS Forms 3227-A, 3227-B, or 3227-R
- E – Other (specify in comment)

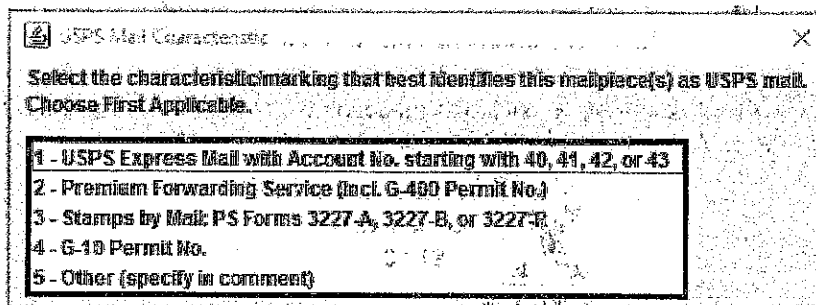


to:

Select the characteristic/marking that best identifies this mailpiece(s) as USPS mail.

Choose first applicable:

- 1 – USPS Express Mail with Account No. starting with 40, 41, 42, or 43
- 2 – Premium Forwarding Service (Incl. G-400 Permit No.)
- 3 – Stamps by Mail: PS Forms 3227-A, 3227-B, or 3227-R
- 4 – G-10 Permit No.
- 5 – Other (specify in comment)



Premium Forwarding Service mailpieces are mailed with either a G-400 Permit or a G-10 Permit. If the mailpiece is marked "Premium Forwarding Service", with or without a G-400 Permit, record it as USPS Mail and select option 2 – *Premium Forwarding Service (Incl. G-400 Permit No.)*.

The *Information* screen is also updated from:

- 6. USPS Premium Forwarding Service (snowbird mail) – G – 400 Permit No.

to:

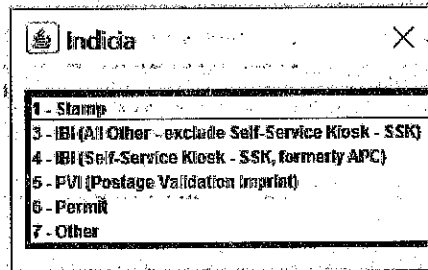
- 6. Premium Forwarding Service (Incl. G-400 Permit No.)

In the RCCS Reference Guide, we updated the Domestic Mail Categories Chart:

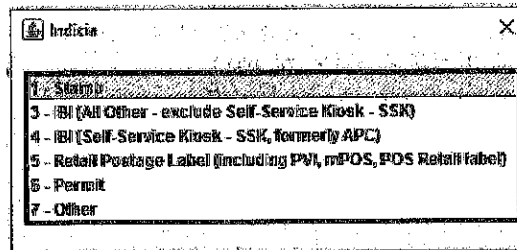
<p><b>USPS Mail</b></p>	<p>USPS Mail is material sent by the U.S. Postal Service for official business purposes. Identify USPS Mail according to the endorsements.</p> <p>Do not use the return address to identify USPS Mail.</p> <p>Do not record damaged mail enclosed in a USPS transparent cellophane envelope as USPS Mail. Record the original mail class.</p>	<ul style="list-style-type: none"> <li>• G-10 Permit</li> <li>• Express Mail with Account No. starting with: 40, 41, 42, or 43</li> <li>• Merchandise Return Service with Permit No. 999</li> <li>• USPS Business Reply Mail with Permit No. 7023</li> <li>• PO Box Fee Payment with Permit No. 9999</li> <li>• USPS premium Forwarding Service – G-10 or G-400 Permit No.</li> <li>• Stamps by Mail: PS Forms 3227-A, 3227-B, or 3227-R</li> </ul>
<p><b>Free Mail</b></p>	<p>Free Mail is material sent to or by the blind or other disabled persons, or mail from members of the U.S. Armed Forces serving in Presidentially designated Hot Zones or mail from members of the U. S. Armed Forces serving in approved overseas locations and should have a complete APO or FPO return address, the word "Free" in the upper right corner, and a complete delivery address. In most cases, the mailpiece will also exhibit an APO or FPO postmark.</p>	<p>Free Matter for the Blind and Other Physically Handicapped Person® Free</p>
<p><b>Other</b></p>	<p>Mail with no visible postage and no endorsements. Use the Unendorsed Mail Decision Table to determine the mail category.</p> <p><small>*In the service icon or service banner</small></p>	

**Retail Postage Labels**

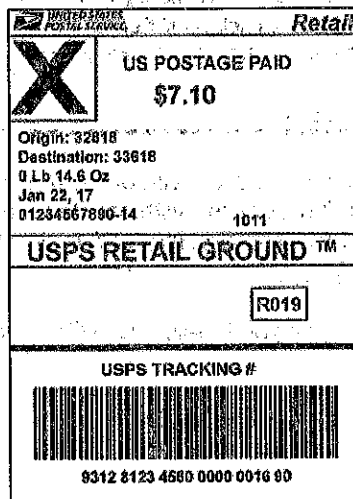
In the RCCS software, option 5 in the *Indicia* screen is updated from: 5 – PVI (Postage Validation Imprint)



to: 5 – Retail Postage Label (including PVI, mPOS, POS Retail label)



Record all POS PVI, mPOS, and POS Retail labels as option 5 – *Retail Postage Label (including PVI, mPOS, POS Retail label)*. An example of a POS Retail label is shown below.

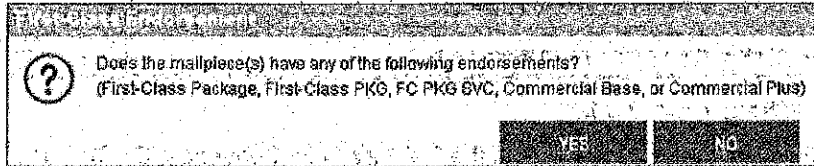


**First-Class Package Service – Retail**

The Postal Regulatory Commission (PRC) approved the transition of First-Class Parcels from a Market Dominant product to a Competitive product. As a result, the name changes to First-Class Package Service – Retail.

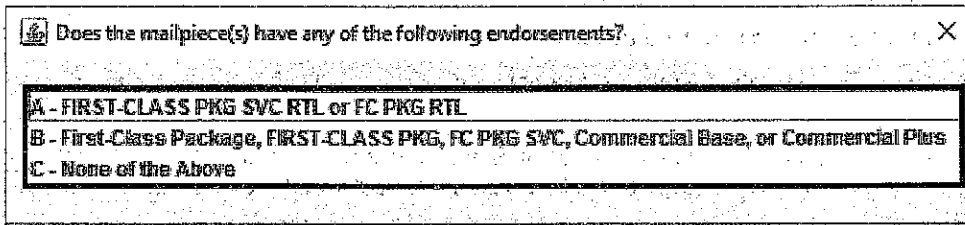
The *First-Class Endorsement* screen in the RCCS software is updated from:

Does the mailpiece(s) have any of the following endorsements?  
(First-Class Package, FIRST-CLASS PKG, FC PKG SVC, COMMERCIAL BASE, or COMMERCIAL PLUS)



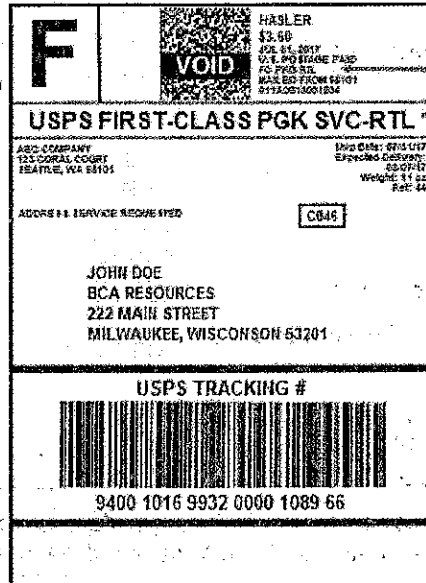
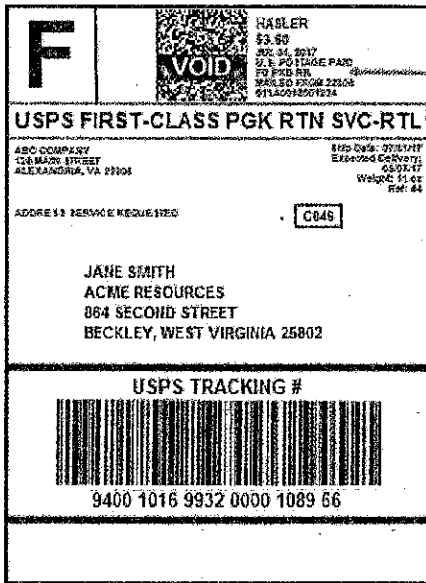
to:

Does the mailpiece(s) have any of the following endorsements?  
A – FIRST-CLASS PKG SVC RTL or FC PKG RTL  
B – First-Class Package, FIRST-CLASS PKG, FC PKG SVC, Commercial Base, or Commercial Plus  
C – None of the Above



Record the new First-Class Package Service – Retail parcels using option A – *FIRST-CLASS PKG SVC RTL* or *FC PKG RTL*.

Example of *Fi-Class Package Service – Retail* label:



In the RCCS Reference Guide, we updated the Domestic Mail Categories Chart (changes in bold):

Mail/Subcategory	Description	Endorsement
<b>First-Class Mail</b>	<p><b>First-Class Mail</b> receives expeditious handling and transportation. The USPS does not guarantee the delivery of First-Class Mail within a specified time.</p> <p>Weights 13 ounces or less. Includes letters, cards, flats, small parcels, or rolls.</p> <p>Cards, whether stamped card or postcard or each half of a double stamped card or postcard, claimed at a card rate must be:</p> <ul style="list-style-type: none"> <li>• Rectangular</li> <li>• Not less than 3 1/2 inches high, 5 inches long, and 0.007 inches thick</li> <li>• Not more than 4 1/4 inches high, 6 inches long, and 0.016 inches thick</li> </ul> <p>Double Card - consists of two attached cards, one of which is designed to be detached by the recipient and returned by mail as a single card. Plain stickers, seals, or staples must be used to fasten the open edge at the top or bottom. Any sealing on the left and right sides of the double cards is prohibited to claim the First-Class Card rate.</p>	<p>See the First-Class Mail Decision Table or the <i>Domestic Mail Manual</i> for valid First-Class Mail Markings.</p>
<b>First-Class Package Return Service</b>	<p><b>First-Class Package Return Service</b> is a lightweight package return service.</p>	<p>First-Class Package Return Service, First-Class Returns, First-Class Package Return Service-Retail</p>

**Rural Test Type – Digital/Non-Digital**

Pending PRC approval, RCCS plans to derive the Delivery Point Sequence (DPS) distribution keys from data recorded on ODIS-RPW digital tests. Once approved, there will still be some tests where the data collector is required to sample DPS mail, but for a majority of the tests, DPS sampling will be replaced by this digital process.

There is a new "Testtype" field added to the software distinguishing Digital Tests from Non-Digital Tests. Currently, all RCCS tests have a Testtype of "D01" which means non-digital and thus DPS must be sampled during the tests.

In the future, these options will be used as follows:

If the Testtype is "D01", then the test must be conducted as normal. DPS mail must be included in the test.

If the Testtype is "D02", there is a digital test for DPS mail corresponding to that RCCS Test, and the DPS options are grayed out. The data collector excludes the DPS mail for RCCS tests with a Testtype of "D02".

**Identifying Inbound International Express Mail**

In the RCCS Reference Guide, the Foreign Origin Inbound International Mail Identification Flowchart is updated to clarify the recording of Inbound International Express Mail. The Express Mail box on the flowchart is updated from:

**Express Mail**

Does the mailpiece have:

- a – EMS Logo; **or**
- b – PS Form 5626; **or**
- c – PS Form 5626x?

to:

**Express Mail**

Does the mailpiece have:

- a – a barcode beginning with an 'E'

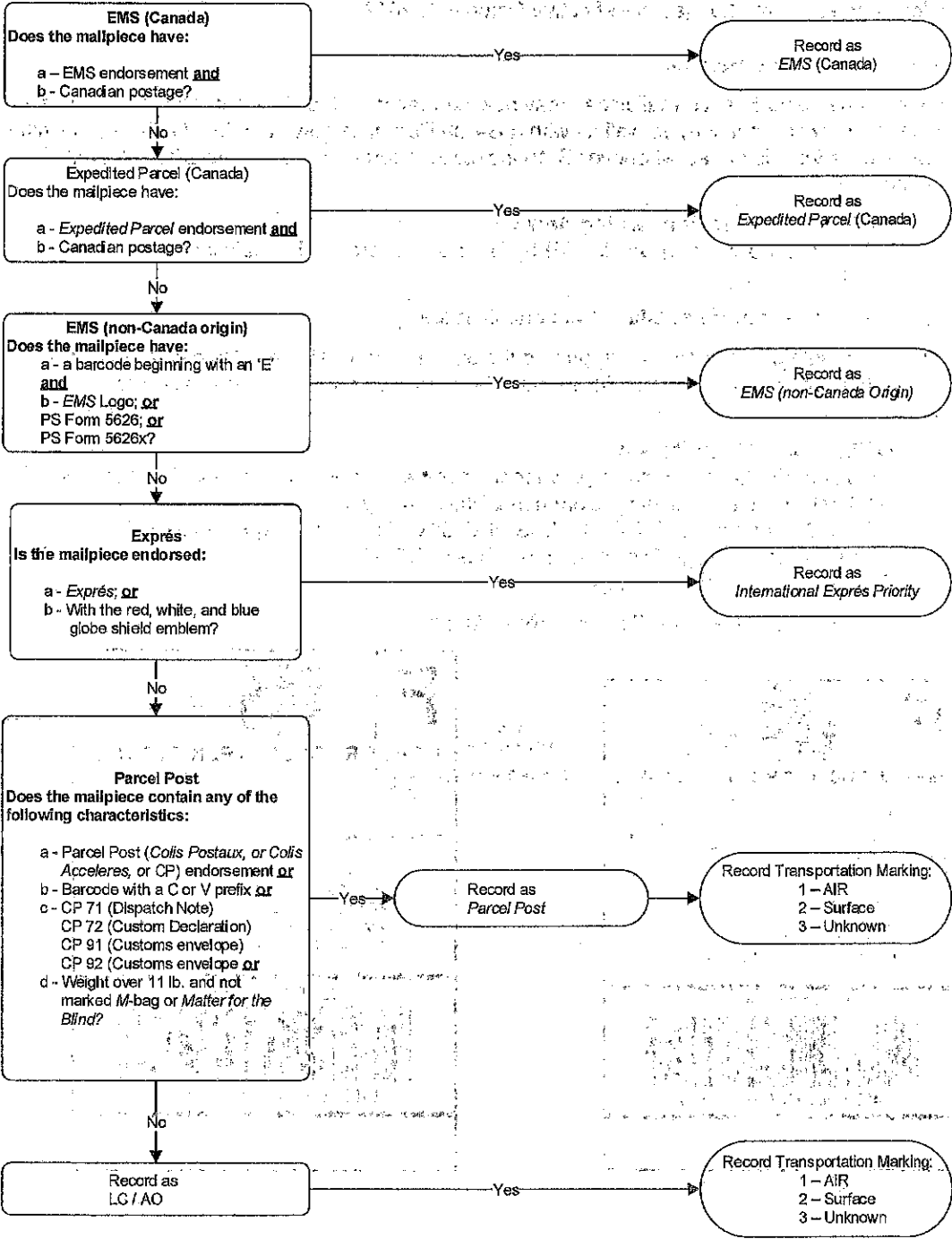
**and**

- b – EMS Logo; **or**
- PS Form 5626; **or**
- PS Form 5626x?

If the mailpiece has only an EMS Logo but does not have a barcode beginning with an 'E', then answer "No" to this question and continue through the flowchart.

# Carrier Cost System

## Foreign Origin (Inbound) International Mail Identification Flowchart



August 2017

**IN-OFFICE COST SYSTEM  
(IOCS and IOCS-Cluster)**

The following software changes are effective October 1, 2017.

**Premium Forwarding Service**

Premium Forwarding Service mailpieces may now be mailed with a G-10 Permit (with a "Premium Forwarding Service" marking) as well as with a G-400 Permit. A new question, Q23E18, Premium Forwarding Service, is added whenever G-10 indicia is recorded at questions Q23E11 or Q23E12 (Type of Permit Mail).

**Q23E18 Premium Forwarding Service**

Is Premium Forwarding Service (PFS) found anywhere on the mailpiece?  
Y or N

**First-Class Parcels and First-Class Package Service**

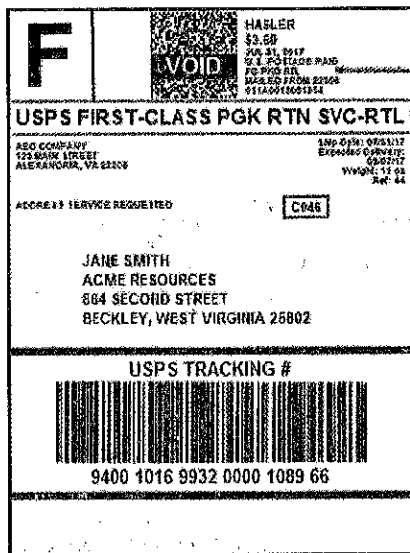
The Postal Regulatory Commission approved the transition of First-Class Parcels from a Market Dominant to a Competitive product. As a result, the name changes to "First-Class Package Service – Retail".

**Q23I2 First-Class Markings**

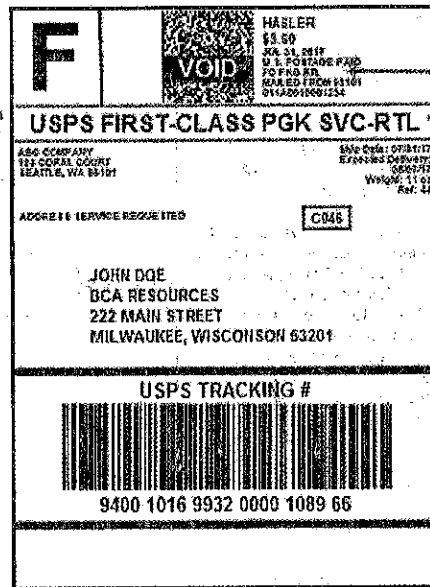
Do any of the following markings appear near the indicia? (Choose the first applicable.)

- A "ComBasPrice" (including "CommercialBasePricing")
- B First-Class Parcel or FIRST-CLASS PKG SVC RTL (including FC PKG RTL)
- C First-Class Package (including "First-Class PKG")
- D None of the above markings

Example of First-Class Package Service – Retail label:



Payment and Branding section  
Service Banner



Payment and Branding section  
Service Banner

**International Mail**

**Q21Z7A U.S. Origin Sack Type:** Option I "Global Direct Mail" is removed. Options J to M move up to I to L.

**Q23X1c ICP/Priority Mail (ISCs only)** Option B "ICP" is removed. The option C "ISAL" is moved up to B.

**Clerk/Mailhandler Assignment and Activity Questions**

The Postal Service will introduce LDC 16 to help separate tray and sack handling operations ("Fixed Mech") from the Package Processing operations that will remain in LDC 13. The IOCS questions related to these types of equipment are reorganized corresponding to these changes. Additional updates to questions are made to reflect other changes in the types of equipment currently in use.

**Equipment at Plants (Q18C1, Q18C4, C18C4a)**

Equipment related to Fixed Mechanization are in new question Q18C4a, and corresponding changes are made to Q18C1 and Q18C4.

**Q18C1: Automated/Mechanized Mail Processing Equipment**

*Which of the following best describes the kind of automated or mechanized equipment the employee is assigned to?*

- A. Letter (AFCS/DBCS/DIOSS/CIOSS/LCREM/Tabber)
- B. Flat Sorter (AFSM 100/FSM 1000/FSS/SAMP)
- C. Parcel/SPR/Bundle Equipment (APPS/ APBS/ LIPS/ Rapistan/ SPSS/ HTPS)
- D. Fixed Mechanization (SSM/ USM/ LCUS/ Tray Sorter/ Robotics)
- E. Scanning Operations (SWYBS/SAMS/AAA/ACDCS)
- F. Other (Specify)

**Q18C4 Parcel/Bundle/NMO Equipment**

*What type of other sorting equipment is the employee assigned to?*

- A. APBS
- B. APPS
- C. Small Package Sorting System (SPSS)
- D. High Throughput Package System (HTPS)
- E. LIPS
- F. Rapistan
- G. Other Equipment (Specify)

**Q18C4a Fixed Mechanization**

*What type of mechanized equipment is the employee assigned to?*

- A. Universal Sorter (LCUS/UCS/USM)
- B. Sack Sorting Machine (SSM)
- C. Tray Sorter (LCTS/HSTS)
- D. Gantry or Pedestal Robot
- E. Tray Management System
- F. Other Equipment (Specify)



## Equipment at NDCs

Equipment questions specific to NDCs are changed to questions similar to those for plants.

### Q18C1.NDC Automated/Mechanized Mail Processing Equipment

Which of the following describes the automated or mechanized equipment the employee is assigned to?

- A. Flat Sorter (AFSM 100/FSM 1000/FSS/SAMP)
- B. Parcel/Bundle/NMO Equipment (APPS/ APBS/ PSM/ SPSS/ HTPS)
- C. Fixed Mechanization (LCUS/ USM/ UCS/ SSM/ Tray Sorter/ Robotics)
- D. Mechanized Dumper/ Loader (Not Specific of a Piece of Sorting Equipment)
- E. Scanning Operations (SWYBS/SAMS/AAA/ACDCS)
- F. Other (Specify)

### Q18C3.NDC Parcel/Bundle/Sack/NMO Equipment

What type of parcel sorting equipment is the employee assigned to?

- A. Parcel Sorting Machine (PSM, including HSIU/ SSIU)
- B. APBS
- C. APPS
- D. Small Package Sorting System (SPSS)
- E. NMO Equipment
- F. Other Equipment (Specify)

### Q18C3a.NDC Fixed Mechanization

What type of mechanized equipment is the employee assigned to?

- A. Universal Sorter (LCUS/UCS/USM)
- B. Sack Sorting Machine (SSM)
- C. Tray Sorter (LCTS/HSTS)
- D. Gantry or Pedestal Robot
- E. Other Equipment (Specify)

**Automation Scheme (Q18C6, Q18C6a):** A new question, Q18C6a "Parcel/Bundle/Mech Automation Scheme" is added to record the sort plan for package processing equipment. The title of the original Q18C6 is changed to "Flats Automation Scheme."

### Q18C6 Flats Automation Scheme

What type of scheme or sort plan is the machine set up to run?

- A. Outgoing (Primary or Secondary)
- B. Managed Mail
- C. Incoming Primary
- D. Incoming Secondary (other than FSS/DPS)
- E. Delivery Point Sequencing (FSS)
- F. None/Cannot Determine (Specify)

### Q18C6a Parcel/Bundle/Mech Automation Scheme

What type of scheme or sort plan is the machine set up to run?

- A. Outgoing (Primary or Secondary)
- B. Incoming Primary
- C. Incoming Secondary
- D. None/Cannot Determine (Specify)

### Type of Cancellation or Preparation Unit (Q18E10):

The Flat Mail Prep option is separated into two options, and the mechanized letter and flat options are combined.

**Q18E10 Type of Cancellation or Preparation Unit**

What cancellation operation is the employee assigned to?

- A. Advanced Facer/Canceler (AFCS/AFCS 200) (Typically MODS Op. #s 004-008, 015)
- B. Mechanized Letter/Flat Cancellation (Non-AFCS) (Typically MODS Op. #s 011-014, 016)
- C. Hand Cancellation (Typically MODS Op. #s 009-010)
- D. Collection/Separation/Dumping/Culling (Typically MODS Op. #s 017-018)
- E. Metered Mail Preparation Unit (Typically MODS Op.#s 021-022)
- F. Presort Tray Handling Unit (Typically MODS Op.#s 002)
- G. Stand-Alone Mail Prep (SAMP, FSS Prep, Typically MODS Op. #530)
- H. AFSM 100 Prep (Typically MODS Op. #s 035, 140)
- I. Other Cancellation or Preparation Unit (Specify)

**Type of Manual Distribution Operation (Q18D1b):**

An option for the PO Box Section is added for Manual Distribution Operations (PO, Station, or Branch) and the revised options are shown below:

**Q18D1b Type of Manual Distribution Operation (PO, Station, or Branch)**

Which of the following best describes the type of manual distribution operation?

- A. Letter Case
- B. Flat Case
- C. Parcel/IPP/SPR Distribution
- D. PO Box
- E. Other (Specify)

**Barcode Scanning Screens**

In an attempt to clarify the scanning instructions, we changed the wording of the *Scan Barcodes* screen following the selection of options D or H at S20 and S30.

For option D. Trays, Tubs, Sacks -- Any container or receptacle barcodes (including slide label, IMTL, D&R tag, international), scanning instruction is: Scan any container or receptacle barcode.

For option H. Mailpiece -- Extra Service Label (Registered, Insured, etc.), scanning instruction is: Scan a Mailpiece Extra Service Label.

**S20. Scan Barcodes**

Select each of the barcode types that are available and scan.

- A - Vehicle Barcode
- B - Wheeled Container or Pallet - MTEL Placard (includes Intelligent Mail Container Placards)
- C - Wheeled Container or Con-Con - MTE (Mail Transport Equipment) License Plate
- D - Trays, Tubs, Sacks - Any container or receptacle barcodes (including slide label, IMTL, D&R tag, international)
- F - Mailpiece - Express / Priority Mail Express and GXG labels
- G - Mailpiece - Customs Forms
- H - Mailpiece - Extra Service Label (Registered, Insured, etc.)
- I - Mailpiece - Intelligent Mail Barcode
- J - Mailpiece - Information-Based indicia (BI, PC-Postage)
- K - Mailpiece - Destination ZIP POSTNET Barcode
- L - Mailpiece - Intelligent Mail Parcel Barcode (IMpb) (includes USPS Tracking Barcodes)
- M - Other
- N - No Barcode, CBR, or Scanner Not Available

**IOCS-Cluster, Record Readings Until 11 a.m.**

A warning is added to the software for when a data collector attempts to end an IOCS-Cluster reading without recording readings until 11 a.m.: If all of the selected employees left for the street before 11 a.m., but the delivery supervisor confirms that none are returning before 11 a.m., then the data collector may record street readings in advance. When entering readings early, update the Actual Reading Time in the *End* screen to match the Scheduled Reading time.

It is critical for IOCS-Cluster morning tests, that data collectors continue to record readings until 11 a.m. If this procedure is not followed, the result is a misallocation in cost between office and street.

**TRANSPORTATION COST SYSTEMS  
(TRACS)**

The following software, policy and procedure changes are effective October 1, 2017.

**Premium Forwarding Service**

In both the TRACS Surface and Air software, the *USPS Mail Characteristics* screen is updated from:

Characteristics/Markings – select first applicable:

- A – G-10 Permit No.
- B – USPS Express Mail with Account No. starting with 40, 41, 42, or 43
- C – USPS Premium Forwarding Service (snowbird mail) – G-400 Permit No.
- D – Other (specify in comment)

to:

Select the characteristic/markings that best identifies this mailpiece(s) as USPS mail.  
Choose first applicable.

- 1 – USPS Express Mail with Account No. starting with 40, 41, 42, or 43
- 2 – Premium Forwarding Service (Incl. G-400 Permit No.)
- 3 – G-10 Permit No.
- 4 – Other (specify in comment)

Premium Forwarding Service mailpieces may be mailed with either a G-400 Permit or a G-10 Permit. If the mailpiece is marked "Premium Forwarding Service", with or without a G-400 Permit, record it as USPS Mail and select option 2 – *Premium Forwarding Service (Incl. G-400 Permit No.)*.

In the TRACS Reference Guide, we updated the Domestic Mail Categories Chart:

<b>USPS Mail</b>	USPS Mail is material sent by the U.S. Postal Service for official business purposes. Identify USPS Mail according to the endorsements. <b>Do not</b> use the return address to identify USPS Mail.  <b>Do not</b> record damaged mail enclosed in a USPS transparent cellophane envelope as USPS Mail. Record the original mail class.	<ul style="list-style-type: none"> <li>• G-10 Permit</li> <li>• Express Mail with Account No. starting with: 40, 41, 42, or 43</li> <li>• Merchandise Return Service with Permit No. 959</li> <li>• USPS Business Reply Mail with Permit No. 73026</li> <li>• PO Box Fee Payment with Permit No. 58858</li> <li>• USPS Premium Forwarding Service – G-10 or G-400 Permit No.</li> <li>• Stamps by Mail: PS Forms 3227-A, 3227-B, or 3227-R</li> </ul>
<b>Free Mail</b>	<b>Free Mail</b> is material sent to or by the blind or other disabled persons, or mail from members of the U.S. Armed Forces serving in Presidentially designated Hot Zones or mail from members of the U. S. Armed Forces serving in approved overseas locations and should have a complete APO or FPO return address, the word "Free" in the upper right corner, and a complete delivery address. In most cases, the mailpiece will also exhibit an APO or FPO postmark.	<b>Free Matter for the Blind and Other Physically Handicapped Persons</b>  Free
<b>Other</b>	Mail with no visible postage and no endorsements. Use the Unendorsed Mail Decision Table to determine the mail category.	

**Auto/Non-Auto Separation for USPS Marketing Mail (Standard Mail) Removed**

The separation of Non-ECR USPS Marketing Mail (Standard Mail) between Automation and Non-Automation is no longer required. As a result, the TRACS Surface and Air software options for recording USPS Marketing Mail (Standard Mail), Non-ECR, changes from:

- 1 – Nonautomation [DB, DD, DS, MA, MM, NV, NT, NA, NM]
- 2 – Automation (AUTO) [AB, AV, AT, MB]
- 3 – NFM (Not Flat Machinable) [NF]

to:

- 1 – Regular, PRST MKT, and Nonprofit (Auto and Nonauto Presort)
- 2 – Not Applicable
- 3 – NFM (Not Flat Machinable) [NF]

In the TRACS Surface and Air Reference Guides, the Mail Category Software Options section is updated (changes in bold).

- Marketing Mail (or Standard Mail)
  - ECR – PRSRT STD, PRSRT MKT, or Nonprofit
    - Basic (ECRLOT) [EB]
    - High Density (ECRWSH) [EH]
    - Saturation (ECRWSS) [ES]
  - Non-ECR – PRSRT STD, PRSRT MKT, or Nonprofit
    - **Regular, PRST MKT, and Nonprofit (Auto and Nonauto Presort)**
    - **Not Applicable**
    - NFM (Not Flat Machinable) [NF]

In the TRACS Surface and Air Reference Guides, the Marketing Mail (or Standard Mail) Decision Table is updated (changes in bold):

IF ENDORSED AND/OR MARKED...	AND/OR ADDITIONAL MARKINGS ARE...	THEN ASSIGN MAIL CATEGORY AS...
USPS Marketing Mail	"ECRLOT" <sup>5</sup> or MMSRCA <sup>6</sup> "EB"	ECR Basic
Presorted USPS Mkt	"ECRWSH" <sup>5</sup> or MMSRCA <sup>6</sup> "EH"	ECR High Density
Presorted USPS Mktg	"ECRWSS" <sup>5</sup> or MMSRCA <sup>6</sup> "ES"	ECR Saturation
PRSRT MKT	"AUTO," "A???", <sup>7</sup> "A??????...L?????" <sup>8</sup> or MMSRCA <sup>6</sup>	<b>Non-ECR Auto and Nonauto Presort</b>
PRSRT MKTG	"AV," "AT," "MB," or "AB"	
MKT		
MKTG	MMSRCA <sup>6</sup> "DB," "DD," "DS," "MA," "MM," "NV," "NT," "NA," or "NM"	<b>Non-ECR Auto and Nonauto Presort</b>
NONPROFIT MKT		
NONPROFIT MKTG	"NFM" or "NOT FLAT-MACHINABLE" or MMSRCA <sup>6</sup> "NF"	Non-ECR NFM (Non Flat-Machinable)
Standard		
STD	Automation Rate Barcode <sup>9</sup>	<b>Non-ECR Auto and Nonauto Presort</b>
Presorted Standard		
PRSRT STD	None	<b>Non-ECR Auto and Nonauto Presort</b>
Nonprofit Organization		
Nonprofit Org.		
Nonprofit		

**First-Class Package Service – Retail**

The Postal Regulatory Commission approved the transition of First-Class Parcels from a Market Dominant product to a Competitive product. As a result, the name changes to First-Class Package Service – Retail. The *First-Class Endorsement* screen in the TRACS Surface and Air software changes from:

Does the mailpiece(s) have any of the following endorsements?  
(First-Class Package, FIRST-CLASS PKG, FC PKG SVC, COMMERCIAL BASE, or COMMERCIAL PLUS)

to:

Does the mailpiece(s) have any of the following endorsements?

A – FIRST-CLASS PKG SVC RTL or FC PKG RTL

B – First-Class Package, FIRST-CLASS PKG, FC PKG SVC, Commercial Base, or Commercial Plus

C – None of the Above

Record the new First-Class Package Service – Retail parcels using option A – *FIRST-CLASS PKG SVC RTL or FC PKG RTL*.

In the TRACS Reference Guide, we updated the Domestic Mail Categories Chart to include First-Class Package Return Service-Retail as a potential endorsement for First-Class Package Return Service:

Mail/Subcategory	Description	Endorsement
First-Class Mail	<p>First-Class Mail receives expeditious handling and transportation. The USPS does not guarantee the delivery of First-Class Mail within a specified time.</p> <p>Weights 13 ounces or less. Includes letters, cards, flats, small parcels, or rolls.</p> <p>Cards, whether stamped card or postcard or each half of a double stamped card or postcard, claimed at a card rate must be:</p> <ul style="list-style-type: none"> <li>Rectangular</li> <li>Not less than 3 1/2 inches high, 5 inches long, and 0.007 inches thick</li> <li>Not more than 4 1/4 inches high, 6 inches long, and 0.016 inches thick</li> </ul> <p>Double Card - consists of two attached cards, one of which is designed to be detached by the recipient and returned by mail as a single card. Plain stickers, seals, or staples must be used to fasten the open edges at the top or bottom. Any seating on the left and right sides of the double cards is prohibited to claim the First-Class Card rate.</p>	<p>See the First-Class Mail Decision Table or the <i>Domestic Mail Manual</i> for valid First-Class Mail Markings.</p>
First-Class Package Return Service	<p>First-Class Package Return Service is a lightweight package return service.</p>	<p>First-Class Package Return Service, First-Class Returns, First-Class Package Return Service-Retail</p>

Record pieces marked First-Class Package Return Service-Retail as First-Class Package Return Service.

Example of First-Class Package Service – Retail label:

The image shows two examples of USPS First-Class Package Service - Retail labels. Each label is divided into several sections:

- Payment and Branding section:** Located at the top, it features the 'F' logo, a 'VOID' stamp, the sender's name (HASLER), the postage paid amount (\$3.60), and the date (JUN 21, 2017).
- Service Banner:** A horizontal line with the text 'USPS FIRST-CLASS PKG SVC-RTL'.
- Address and Service Requested:** A section containing the recipient's name and address, and a box for 'ADDRESS & SERVICE REQUESTED' with a 'C046' code.
- Tracking Information:** A section containing the recipient's name and address, and a 'USPS TRACKING #' section with a barcode and the tracking number 9400 1016 9932 0000 1089 66.

### Retail Postage Labels

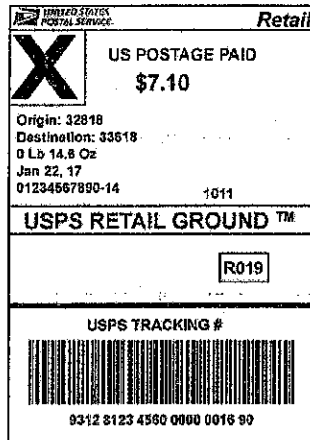
In the TRACS Air and Surface software, option 5 in the *Indicia* screen is updated from:

5 – PVI (Postage Validation Imprint)

to:

5 – Retail Postage Label (including PVI, mPOS, POS Retail label)

Record all POS PVI, mPOS, and POS Retail labels as option 5 – *Retail Postage Label (including PVI, mPOS, POS Retail label)*. An example of a POS Retail label is shown below.



### Identifying Inbound International Express Mail

In the TRACS Surface and Air Reference Guides, the Foreign Origin Inbound International Mail Identification Flowchart is updated to clarify the recording of Inbound International Express Mail.

The Express Mail box on the flowchart is updated from:

#### Express Mail

Does the mailpiece have:

a – EMS Logo; or

b – PS Form 5626; or

c – PS Form 5626x?

to:

#### Express Mail

Does the mailpiece have:

a – A barcode beginning with an 'E'

and

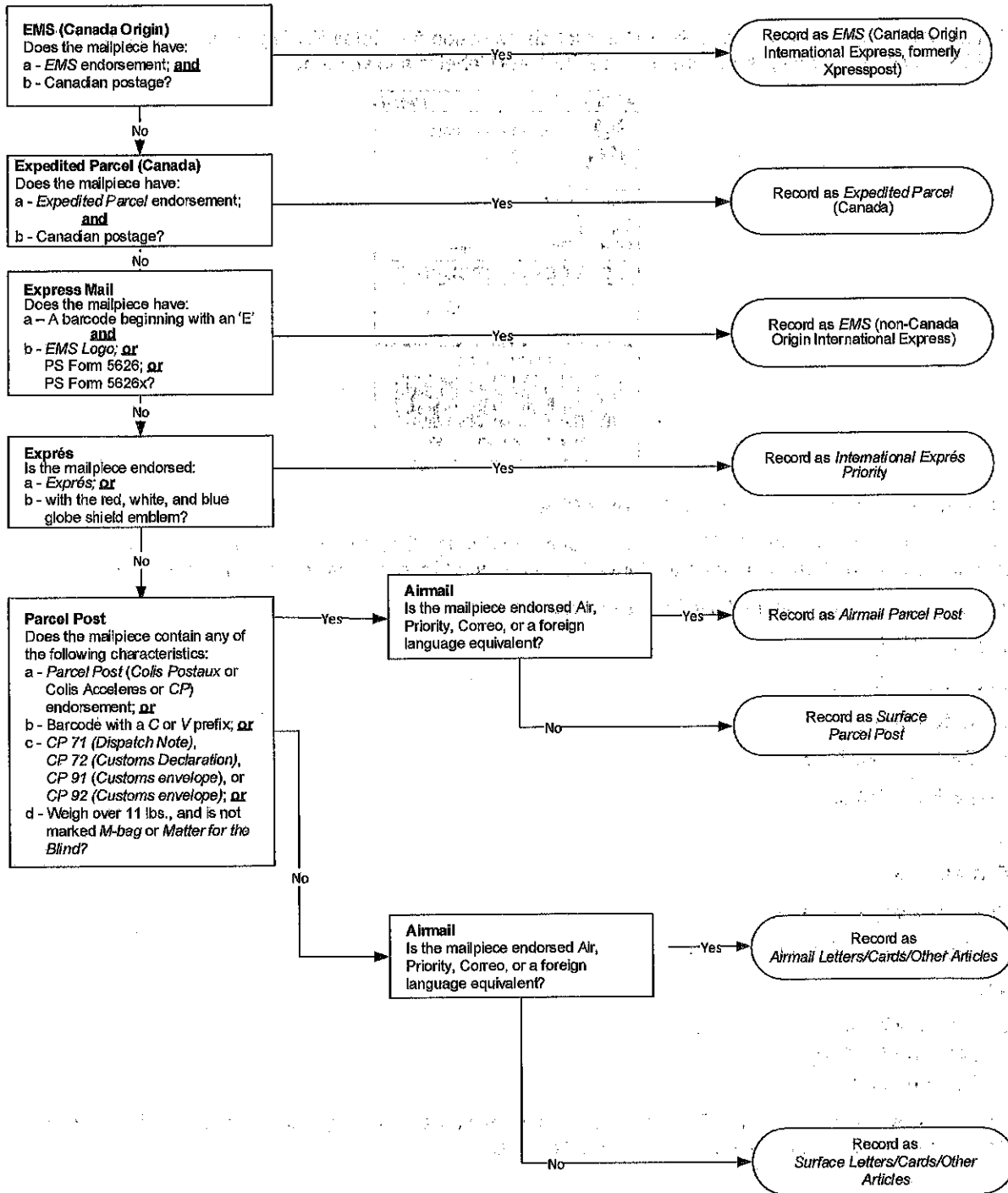
b – EMS Logo; or

PS Form 5626; or

PS Form 5626x?

If the mailpiece has only an EMS Logo but does not have a barcode beginning with an 'E', then answer "No" to this question and continue through the flowchart.

**Foreign Origin (Inbound) International Mail Identification Flowchart:  
(Items with Foreign Origin Method of Payment)  
TRACS**



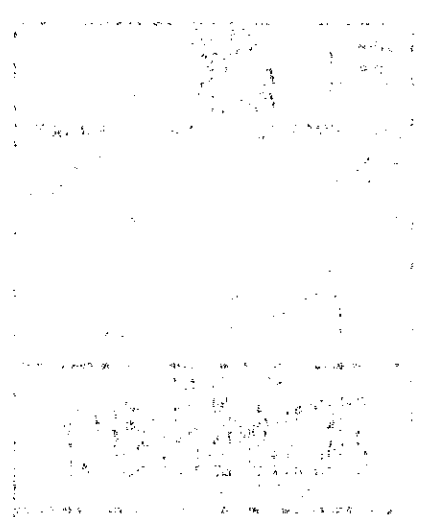
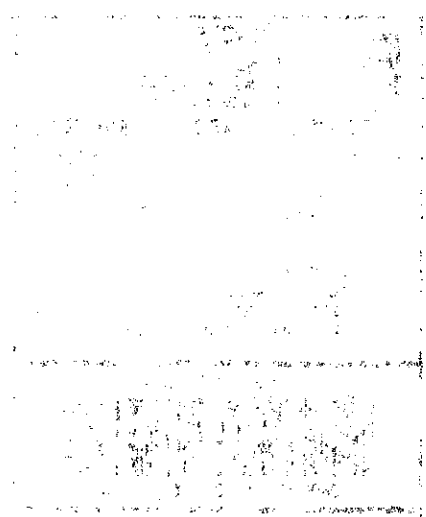
August 2017

**Barcode Scanning Instructions.**

In the TRACS Surface and Air Reference Guides, the "Barcode Scanning Instructions" chart title is changed to "Parcel Barcode Scanning Instructions" which applies specifically to parcel shaped mailpieces. However, continue to scan barcodes on letters and flats whenever possible. Barcode scan data on all mailpieces improves data quality.

Barcode scanning is a critical component of the mail processing system. It provides the most accurate and reliable data for mail sorting and delivery. The TRACS system uses barcode data to identify mailpieces and route them to the correct destination. Scanning barcodes on all mailpieces, including letters and flats, ensures that the data is complete and accurate.

Parcel shaped mailpieces, such as large envelopes and flats, often have a different barcode format than letters. The "Parcel Barcode Scanning Instructions" chart provides specific guidance on how to scan these mailpieces. It includes information on the barcode location, the scanning angle, and the scanning speed. Following these instructions will ensure that parcel barcodes are scanned correctly and that the data is accurate.



The scanning process is automated, and the scanner head will scan the barcode as the mailpiece passes through the sorting system. The scanning instructions are provided in a separate box. Following these instructions will ensure that parcel barcodes are scanned correctly and that the data is accurate.

Barcode scanning is a critical component of the mail processing system. It provides the most accurate and reliable data for mail sorting and delivery. The TRACS system uses barcode data to identify mailpieces and route them to the correct destination. Scanning barcodes on all mailpieces, including letters and flats, ensures that the data is complete and accurate.



**ORIGIN-DESTINATION INFORMATION SYSTEM—REVENUE, PIECES, AND WEIGHT  
(ODIS-RPW)**

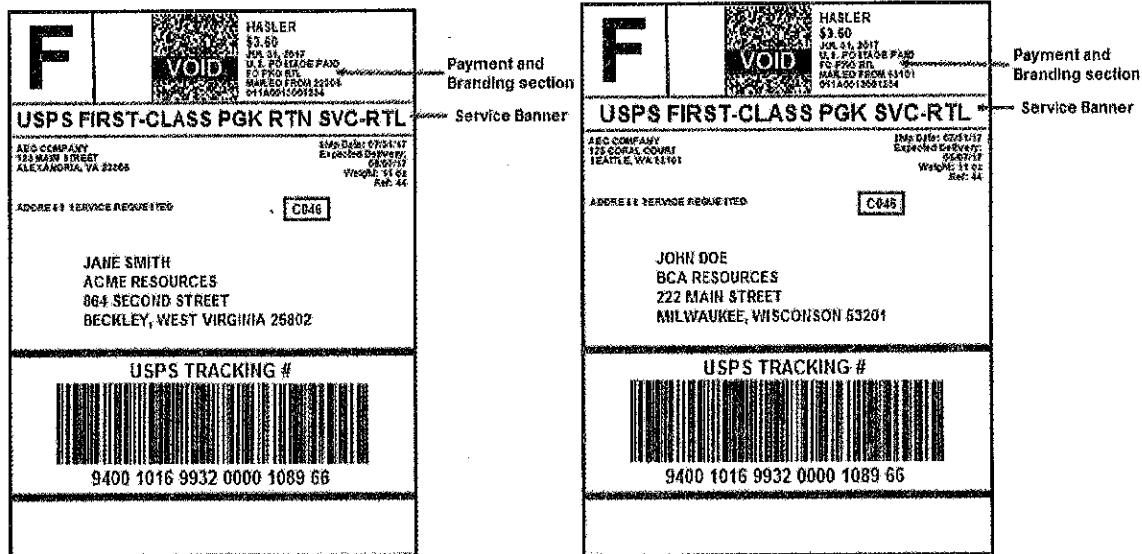
The following software, policy and procedure changes are effective October 1, 2017.

**First-Class Package Service – Retail**

Beginning September 3, 2017, First-Class Mail retail parcels is renaming to First-Class Package Service. As a result of this change, a new label, First-Class Package Service – Retail, will begin to appear in the mailstream. We have modified the ODIS-RPW software to capture these pieces. An example of the new label is shown below.

To record First-Class Package Service – Retail pieces, select option 1 – *First Class Mail* in the *Mail Class & Type* screen. In the *First-Class Mail Markings* screen, select option 9 – *First-Class Package Returns (or First-Class Returns)* or option 0 – *None of the Above*, as applicable, followed by option 5 – *Parcel* in the *Mail Shape* screen. In the *Additional First-Class Mail Markings* screen, select option A – *First Class Package Service Retail*. If you encounter a parcel with no markings or a parcel marked as First-Class Mail, continue to record it as option 0 – *None of the Above* in the *Additional First-Class Mail Markings* screen.

*Example of First-Class Package Service – Retail label:*



*In Handbook F-75, revise section 5-3.1.2, Type of Mail and Mailer Information (changes in bold):*

Price markings are printed on the mailpiece to indicate the rate paid by the mailer. Do not consider mailstream, mail sortation, mail container, or mailpiece barcode (other than an MLOCR barcode) when making a selection.

**Note:** The CODES software asks you to identify additional **First-Class Mail Markings** if the mail shape is a flat or parcel and to identify additional letter markings for metered/IBI letters.

In the ODIS-RPW Reference Guide, revise section 6, Mail Markings (changes in bold):

**Additional First-Class Mail Markings**

<p><b>First-Class Package Service without Retail Markings</b></p>	<p>Record First-Class Package Service if a mailpiece is marked <b>FIRST-CLASS PACKAGE, FIRST-CLASS PKG, or FC PKG SVC</b> without retail markings.</p>
<p><b>First-Class Package Service – Retail</b></p>	<p>Record First-Class Package Service – Retail if a mailpiece is marked <b>FIRST-CLASS PACKAGE SERVICE – RETAIL, FIRST-CLASS PKG SVC-RTL, or FC PKG RTL</b></p>

**Digital Tests: DAL Markings**

We modified the software to capture Bound Printed Matter and Periodicals markings for Detached Address Labels (DALs or DMLs). Although DALs are not recorded during an ODIS-RPW test, the mail markings data from digital letters will be used to support other systems.

On a digital test, when option 5 – *Detached Address Label (DAL or DML)* is selected in the *Digital Image Not Recorded* screen, the *Mail Markings* screen appears. Continue to key any markings you see by choosing the first applicable option:

- 6 – ECRL0T, EB
- 7 – ECRWSH, EH
- 8 – ECRWSS, ES, EDDM
- A – BOUND PRINTED MATTER (BPM)
- B – PERIODICALS
- 0 – None of the Above

**Dimension Screen for Parcel Return Service**

In an effort to provide more data for revenue protection, data collectors will now collect dimensions for Parcel Return Service Mail.

The *Parcel Dimensions* screen is added to Parcel Return Service Mail. The screen displays when option 6 – *Parcel Return Service* is selected in the *Mail Subclass* screen followed by option 5 – *Parcel* in the *Mail Shape* screen. Follow the existing policy to record all dimensions from the mailpiece.

**Premium Forwarding Service**

In Q2 FY17, some Premium Forwarding Service labels began using the G-10 permit. The ODIS-RPW software is updated to remove the G-400 reference from the Premium Forwarding Service option in the *Extra Services* screen.

Continue to record any mailpiece with Premium Forwarding Service markings as option Z – *USPS Premium Forwarding Service*, regardless of the permit number.

**SYSTEM FOR INTERNATIONAL REVENUE AND VOLUME; OUTBOUND-INTERNATIONAL  
ORIGIN-DESTINATION INFORMATION SYSTEM  
(SIRVO-IODIS)**

The following software, policy and procedure changes are effective October 1, 2017.

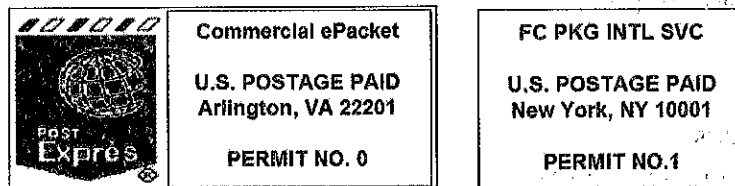
**Product Type Recording**

The Postal Service has commercial services for First-Class Package International Service (FCPIS) items. In Q1 FY18, Commercial Letter-post Packet is added to the *Product Type* screen. The screen displays this product as option 6. The SIRVO-IODIS software is updated by adding a similar pathway as IPA/ISAL to record information from the mailpiece.

**Note:** The new option should only be selected when the below conditions are met simultaneously:

- (a) The mailpiece indicates in the permit "Commercial ePacket" or "FC PKG INTL SVC" (see examples below) and
- (b) All of the contents of the receptacle reflect this type of permit. Data collectors should not see these items commingled with other Product Types.

Other types of FCPIS pieces can be paid with a permit indicating a similar product name. It is important that both conditions above are met.



In Handbook F-85, revise section 4-1, *Product Type Recording* (changes in bold):

1. First-Class International and First-Class Package International Service.
2. Priority Mail International.
3. **International Surface Air Lift (ISAL) (Indicia=Permit indicating International Surface Air Lift, meter with ISAL piece charge, or precanceled charge. Letter and flat-sized items must be marked International Surface Air Lift or ISAL).**
4. **International Priority Airmail (IPA) (Indicia=Permit indicating International Priority Airmail, meter with IPA piece charge, or precanceled charge).**
5. Free Matter for the Blind (up to 15 pounds).
6. **Commercial Letter-post Packet (Receptacle contents all reflect Indicia=Only if permit indicates Commercial ePacket or FC PKG INTL SVC).**
0. **Other (includes Open Transit, Return to Foreign Origin Sender, Foreign Origin IBRS or IMRS, Absentee Ballots, and Advice of Receipt, Domestic, etc.).**

**Product Type screen**

<b>Product Type</b>
1 - First-Class International and First-Class Package International Service
2 - Priority Mail International
3 - International Surface Air Lift (ISAL) (Indicia=Permit indicating International Surface Air Lift, meter with ISAL piece charge, or precanceled charge. Letter and flat-sized items must be marked International Surface Air Lift or ISAL)
4 - International Priority Airmail (IPA) (Indicia=Permit indicating International Priority Airmail, meter with IPA piece charge, or precanceled charge)
5 - Free Matter for the Blind (up to 15 pounds)
6 - Commercial Letter-post Packet (Receipts contents all reflect indicia=Only if permit indicates Commercial ePacket or FC PKG INTL SVC)
0 - Other (Includes Open Transit, Return to Sender, Foreign Origin IBRS or IMRS, Absentee Ballot, and Advice of Receipt, Domestic, etc.)

**Electronic Scale**

A warning screen is set up to identify the appropriate weight unit for SIRVO tests.

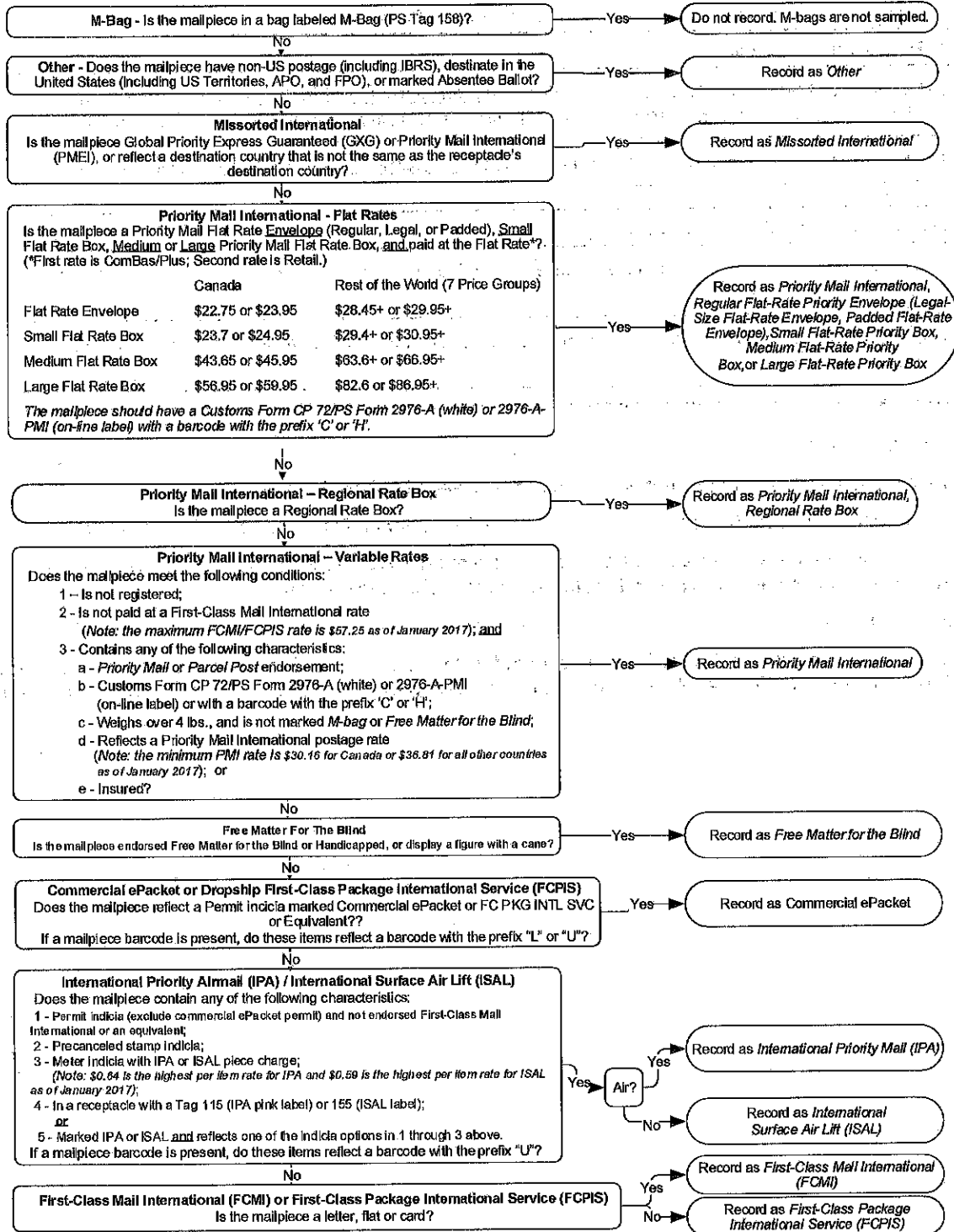
*In Handbook F-85, add the note to item d in section 2-4; Entering Data Into the CODES Laptop:*

**Note:** Set up the scale to imperial weight when performing SIRVO tests. If the scale is set to metric weight, a warning screen displays in the *Actual Gross & Tare Weight* screen.

**Forever Stamp**

In Q1 FY18, the SIRVO-IODIS software is updated to record all international Forever stamps in a single cell in the *Number of Forever Stamps* screen. Recording Forever stamp counts by year is discontinued.

The following is an update to the U.S. Origin (Outbound) International Mail Identification Flowchart for SIRVO-IODIS:



August 2017 \*Note: Postage on Priority Mail International pieces marked Commercial Base Pricing, or Commercial Plus Pricing receive discounts off retail. Where two rates are shown above, the lower rate is the Commercial Base and Plus rate.

**SYSTEM FOR INTERNATIONAL REVENUE AND VOLUME - INBOUND  
(SIRVI)**

The following policy and procedure changes are effective October 1, 2017.

**Weigh-Only Sampling**

For all inbound receptacles, SIRVI monitors the accuracy of the receptacle barcode weights, which are provided by foreign posts for settlement purposes, by comparing the receptacle barcode weights against the weights indicated on our scales. As the main SIRVI Letter-post and Monthly Samples only sample a subset of inbound mail streams, SIRVI weigh-only tests are added to capture weight comparisons for other mail streams.

As of August 1, 2017, data collectors began using an application on the CN51 handheld scanners used by Operations for GBS-dispatch and receipt for SIRVI weigh-only tests. Instead of data collectors bringing large, weigh-only bags back to the Statistical Programs (SP) work area, the application provides flexibility to the data collectors to conduct the test in the receiving area using a handheld scanner and a local floor scale. The data automatically uploads via Wi-Fi every 15 minutes (or, if necessary, via the docking cradle). Data collectors no longer need to enter SIRVI weigh-only data via the CODES application.

**In order to access all of the weight verification data for all inbound mail streams, as of October 1, 2017, data collectors must use the SIRVI application to also record weight information related to the SIRVI Day and Monthly tests (in addition to the recording these samples in CODES).**

*Section 3-3.1.3 of Handbook F-85 is replaced:*

**3-3.1.3 Weigh-Only Sample**

GBS Receipt automatically selects receptacles for "Weigh-only" Test IDs ending in '88.' Use the SIRVI application on the CN51 handheld scanners to record inbound receptacles for Test IDs ending in '88', and the scheduled SIRVI Letter-post Day and Monthly tests. For SIRVI Letter-post Day and Monthly Tests, recording data in the SIRVI Weigh-only application is in addition to recording data into CODES.

The CODES software is no longer used to record Weigh-only Tests, although CODES retains the ability to record the information in the event that a problem occurs with the scanners. If needed, and only as directed, the CODES software allows the data collector to enter Receptacle Summary level data for Test IDs ending in '88'. The Tare Weight field on the *Receptacle Summary* tab, and the *Receptacle Contents* and *Service Information* tabs are suppressed. Upload each day's sample data daily using the same Test ID throughout the month.

RM-1 SIRVI Test Types is modified as follows:

Test ID Location	Description	Value(s)	Value Descriptions	Example(s)
1st digit	Test Mail Class	I, C, or E	I = Inbound letter-post (LC/AO; label classes start with I) C = Inbound Parcel Post (CP; label classes start with C) E = Inbound Express Mail (EMS; label classes start with E)	I, C, E
2nd and 3rd digit	Test Location	HN, JE, JF, LA, M, OR, SF	1st two digits of the US destination exchange office conducting the sample.	"JF" = JFK
4th digit	Test Calendar Year	0-9	Last digit of the calendar year.	"3" = 2013
5th and 6th digit	Test Calendar Month	01-12	2-digit calendar month	"01" = January
7th and 8th	Test Type	01-31	<b>Letter-post Daily Tests.</b> These values represent the day of the month. These are the most commonly used values and are used for most of the "I" inbound letter-post tests. Record the data under the Test ID and upload the data daily. In addition, use the SIRVI Weigh-Only application on the CN51 handheld scanners to record the barcode and actual weight for these samples. The data from the scanner automatically uploads via Wi-Fi every 15 minutes (or, if necessary, via the docking cradle).	IJF30101
		00	<b>Letter-post Monthly Test.</b> This value is used for "I" inbound letter-post tests to indicate that the sample is used for monthly tests. Monthly tests are assigned to small, less frequent mail volumes to allow samples to be potentially selected on any given day of the month to ensure that data is captured. <i>Note: Record the sample data for this test under the Letter-post Daily Test IDs described above. Enter these "00" tests in the WBU as zero volume.</i>	ILA30100
		88	<b>Weight Verification Tests.</b> This value is used for inbound mail streams that are not included in the above Letter-post Daily or Monthly Tests (e.g., parcel post, EMS, IR, MD). Record the data in the SIRVI application on the CN51 handheld scanners used by Operations for GBS-dispatch and receipt. The data will automatically upload via Wi-Fi every 15 minutes (or, if necessary, via the docking cradle).	CJF30188; EM30188
		89	This value is used for testing purposes only.	ISE30189

**SIRVI Reference Guide**

RM-9, SIRVI Weigh-only Form is eliminated and replaced with the "SIRVI Weigh-only Application – User Guide".

**STATISTICAL PROGRAMS MANAGEMENT  
(SPM)**

The following policy and procedure changes are effective October 1, 2017.

**TRACS Cancellation Code Table**

In order to clarify the VSD contract cancellation and zero volume policy, we adjusted the language for cancellation code 6, to align with the VSD Reschedule, Replace, Canceling Zero Volume Decision tree in the TRACS Surface reference guide. If there are no VSD trucks scheduled during the 2 hour window, and the facility is not closed, then the test is zero volume. If there are VSD trucks scheduled and none arrive within the 2 hour window, the test is canceled.

*In Handbook F-95, revise exhibit 4-5.3 (changes highlighted in bold):*

Exhibit 4-5.3

**Cancellation Code Table**

Cancellation Code	Subsystem	CODES WBU Reason	Situation
1	Surface	Test facility permanently closed.	The test facility no longer exists.
2	Air	No test mail worked in 2-hour window.	MFPC confirms in EDW that no D&R tags of the appropriate mail class were scanned during the time period. <b>Note:</b> It could take up to 24 hours for scan data to appear in EDW.
3	Air	Test mail no longer processed at facility.	Test mail is no longer processed at the facility.
4	Surface	Routing change, no facility stop, no replacement.	Routing change. The trip no longer stops at the facility and no replacement is available.
5	Surface	Trip did not run on the test day, no replacement.	The trip does not run on the test day and no replacement is available.
6	VSD	Trip did not arrive in 2-hour window.	<b>Eligible vehicles were scheduled, but none arrived during the 2 hour window.</b>
7	Surface	Facility closed for truck arrival/safety issue.	The test facility is closed when the truck is scheduled to arrive and the data collector has a safety concern about collecting the data when the facility is closed. <b>Note:</b> The test may be canceled only as a last resort. The MFPC must contact the service center before the scheduled date of the test to avoid canceling the test.
8	All subsystems	Quarterly training date.	The test is canceled to provide time for quarterly training.
9	All subsystems	Unable to conduct before quarter end.	Unable to conduct or reschedule before end of quarter.



## Training Completion and Documentation

In order to clarify the training completion and documentation policy, we added language to Handbook F-95, chapter 6 and exhibit 3-7.4. In addition, we substituted PS Form 8215 for PS Form 2432.

*In Handbook F-95, revise section 6-5 (changes highlighted in bold):*

### 6-5.1 Overview

The MFPC must maintain records of Statistical Programs training for each employee who participates in Statistical Programs data collection activities until the employee retires or transfers out of the unit. This training includes PATS training, quarterly training, testing with assistance, and any other ad hoc training. The MFPC must enter PATS training and quarterly training records into the Learning Management System (LMS) database. The LMS database is maintained by Human Resources. The MFPC must also document and maintain records of testing with assistance and any other ad hoc training using PS Form 2432, *Individual Training Progress Report*.

### 6-5.4 Required Records

The MFPC must maintain a current and complete record of training for each employee who participates in Statistical Programs data collection activities.

In addition to training entered into LMS, the MFPC or SSP must complete PS Form 2432, *Individual Training Progress Report*, for each employee who completes training outside of what is documented in LMS. This form maintains a record of completed training for each employee who participates in Statistical Programs data collection activities. A copy of PS Form 2432 is available at <http://blue.usps.gov/formmgmt/forms/ps2432.pdf>.

The MFPC must also retain quarterly training sign-in sheets for the current and previous year.

### 6-4.3.1 Methods

It is not necessary to train all data collectors in the district simultaneously at one site. The following options are also acceptable.

- a. Train smaller groups of data collectors at multiple sites.
- b. Conduct one-on-one training.
- c. Conduct training using distance-learning tools (e.g., video conferencing or WebEx) allowing two-way interaction between the trainer and learner.

**Note:** When using distance-learning tools to train data collectors, managers are required to provide classroom training at least once a year. The group setting provides interaction among the data collectors and enhances the learning process.

If a data collector is on leave during quarterly training, the MFPC is required to train the data collector on missed quarterly training material prior to the data collector conducting tests upon return.

*In Handbook F-95, revise exhibit 3-7.4 (changes highlighted in bold):*

### Records Retention Policy

Exhibit 3-7.4 outlines expected retention periods for records and forms:

Exhibit 3-7.4

Records Retention Policy Records	Retention Period
<b>CODES Logs</b>	
CODES Equipment Log Sheets (see Exhibit 3-2.3)	If signed out daily: current and two previous quarters. If assigned to data collector: until equipment is returned.
<b>PS Forms</b>	
PS Form 1444, <i>USPS Statistical Programs Monitoring</i>	Past and present fiscal year (FY).
PS Form 2846, <i>City Carrier Route Mail Acceptance Data</i>	Until second quarter of the following FY.
PS Form 2848, <i>Rural Carrier Route Mail Acceptance Data</i>	Until second quarter of the following FY.
<b>PS Form 2432, Individual Training Progress Report</b>	<b>Until the employee retires. If the employee transfers out of the unit, forward records to the new supervisor.</b>
PS Form 8216, <i>Statistical Programs Planning Calendar for Monitoring Data Collectors</i>	Current and previous quarter.
<b>Statistical Publications</b>	
Statistical Programs Letters	Until incorporated into new handbooks.
Statistical Programs Guidelines	Until incorporated into new handbooks.
Status Reports	Current and previous quarter.
<b>Training Materials</b>	
Training Records	Until the employee retires. If the employee transfers out of the unit, forward records to the new supervisor.
Training Sign-in Sheets	Current and previous year.
<b>Miscellaneous</b>	
DCT Schedules	Current and previous quarter.
Test Printouts	Current and previous quarter.
Sample Selections	Current and previous quarter.
Annotated ODIS-RPW Header Reports from the Scheduler System	One year.
Annotated ODIS-RPW Summary Reports from the CODES WBU	One year.
Safety Talks	Three years.

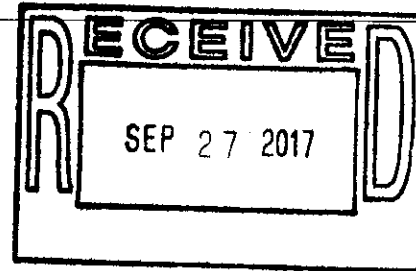
**SIRVI Weigh-Only**

The weigh-only sample data bypasses the WBU and the data is transmitted directly from the handheld scanner to a webserver. Therefore, the MFPC is no longer required to approve weigh-only test data. If issues are identified with the data, Field Support will contact the MFPC for further action.

*The second paragraph, first sentence of HandbookF-95, Section 9-7, CODES WBU Review and Approval Policy for SIRVI Tests, is modified as follows:*

"The MFPC must review SIRVI test data for SIRVI Daily and Monthly Letter-post tests before approval for Postal headquarters processing."

LABOR RELATIONS



September 21, 2017

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

**Certified Mail Tracking Number:**  
70161370000230141699

Dear Brian:

This letter is in further reference to the enclosed Postal Service notice dated September 8 regarding the implementation of the USPS Retail Customer Appointment Scheduler™.

The passport appointment scheduler tool will provide customers the ability to schedule, view, edit, and cancel appointments through a web-based system for first-time passport applicants.

Enclosed are the Retail Stand-Up Talk, the Training PowerPoint and the Standard Work Instructions.

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

Sincerely,

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

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosures



September 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:**  
70161370000230149800

Dear Brian

As a matter of general interest, the Postal Service is planning nationwide implementation of the USPS Retail Customer Appointment Scheduler (formerly titled Passport Appointment Scheduler (PAS)) on September 30. Notice was provided to the Union on this initiative by letter dated May 22 (enclosed).

As previously informed, the passport application scheduler program will provide customers the ability to schedule, view, edit and cancel appointments through a web-based system for first-time passport applicants. The scheduler will be implemented in offices that currently provide passport application services by appointment. Walk-in services will still be available.

Training for the program is being developed and will be provided when available.

Enclosed are a PowerPoint and Frequently Asked Questions (FAQs) that further explains the program.

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

Sincerely,

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

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosures



# MyPO Appointment – All Day Blocking

## Block Schedule

Please select date/time and reason for blocking schedule:

1. To block a specific appointment time frame, the MyPO user will enter the 'From' and 'To' date.

From:   
To:

Reset

2. Select 'All Day' to block appointments for a day.

All Day

3. User will click on the dropdown arrow and choose the appropriate option to block the appointment time frame.

Please select reason for blocking schedule:

4. Any additional comments explaining the need for the block.

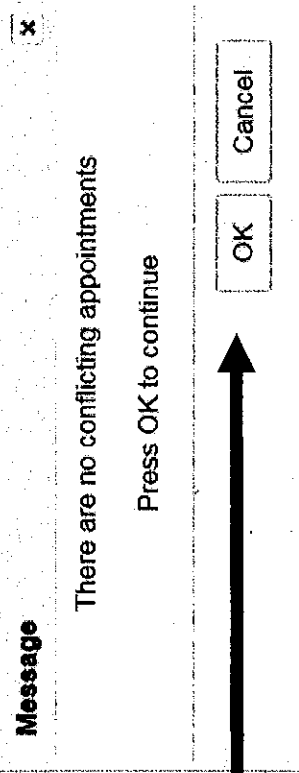
Comments:

5. Click 'Block' to complete this step.

Once the user clicks 'Block' they will see confirmation pages detailed in the previous slide.

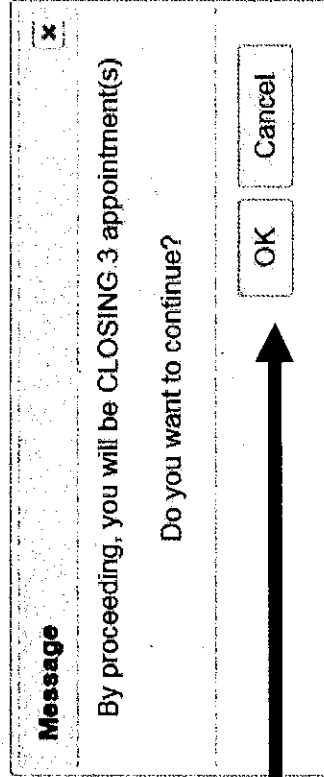


# MyPO Appointment - Blocking



1. The user will see this message after they click 'Block', if there are no appointments during the specified blocked time.
2. Click 'OK' to complete this task

*When an appointment is blocked an audit push report is generated and reviewed daily by District Management, Area Management, and HQ. The report details the ACE ID of the user that blocked the appointment as well as the selected reason.*



1. The user will see this message after they click 'Block' if there are appointments during the specified blocked time
2. Click 'OK' to complete this task

1. To block a specific appointment time frame, the MyPO user will enter the 'From' and 'To' date.

**Block Schedule** [x]

Please select date/time and reason for blocking schedule:

From:  To:

Select Date/Time Range:

All Day  12:00 AM  12:00 AM

[Reset](#)

Please select reason for blocking schedule:

Comments:

2. Select the appropriate time frame.

3. User will click on the dropdown arrow and choose the appropriate reason to block the appointment time frame.

4. User will enter any additional comments explaining the need for the block.

5. Click 'Block' to complete this step.

1. To block a specific time frame, the user will click 'Block' in the tool bar.

*When an appointment is blocked an audit push report is generated and reviewed daily by District Management, Area Management, and HQ. The report details the ACE ID of the user that blocked the appointment as well as the selected reason.*

< today >
Block
Print
list(month)
list(day)

**September 5, 2017**

Tuesday 10:00am - 10:30am	•	CLARK, NOREEN (570) 474-5588 SUSAN.GRISEWOOD@USPS.GOV	Adults: 2 Minors: 0 Confirmation Number: WEA293346
1:00pm - 1:30pm	•	COOPER, CALVIN (570) 417-8811 SUSAN.GRISEWOOD@USPS.GOV	Adults: 2 Minors: 0 Confirmation Number: WEA293464

**Legend:**  
 Reserved
  \*Closed
  Blocked/Declined





# MyPO – Appointment Blocking



# MyPO Appointment - Decline

4. Once the reason for decline as been selected, the user will provide additional comments if necessary.

**Decline Appointment** x

Please select reason for declining appointment:

PO Closure/Emergency v

Comments:

Submit Cancel

5. User will click "Submit" to proceed.

4. This notification will appear once the user has clicked 'Submit'.

**Appointment Options** x

This appointment is DECLINED

With selected reason:  
PO Closure/Emergency

Additional Comments:

OK

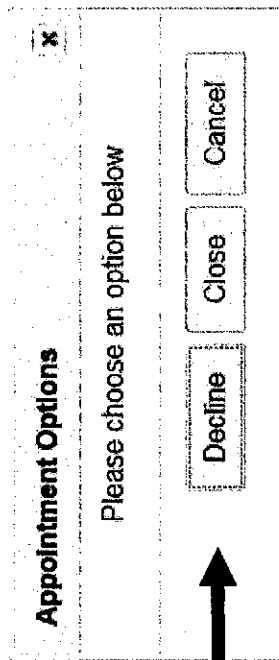
5. If this is correct, the user will click 'OK' to complete this step.



# MyPO Appointment - Decline

1. To decline an appointment, the MyPO user will double click on an appointment on the 'list day view' and the Appointment Option window will appear.

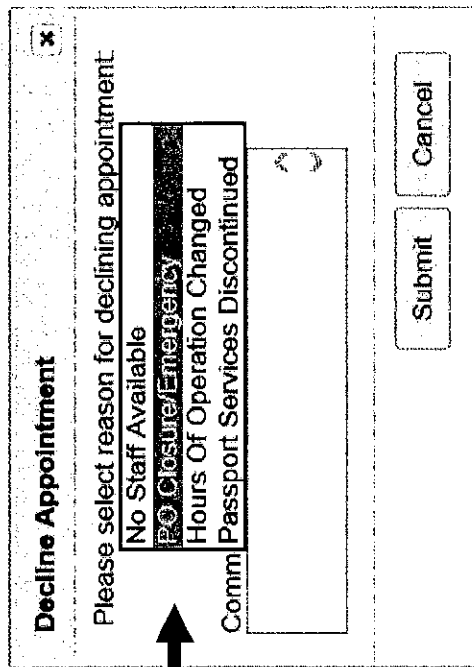
2. User will click 'Decline' from the options presented



**Appointment Options**

Please choose an option below

3. User will click on the dropdown arrow and choose the appropriate option to decline the appointment. The choice will be highlighted in blue.



**Decline Appointment**

Please select reason for declining appointment

No Staff Available  
**PO Closure/Emergency**  
Hours Of Operation Changed  
Comm Passport Services Discontinued

*When an appointment is declined an audit report is generated and reviewed daily by District Management, Area Management, and HQ. The report details the ACE ID of the user that declined the appointment as well as the selected reason.*



# MyPO –Appointment Decline

# MyPO Appointment - Close Out

3. Once a reason is selected, it will appear in the box. Click submit to successfully close the appointment.

**Close Appointment** x

Please select reason for closing appointment

Completed

On Time:

Comments:

*If there are additional comments or notes written on the printed appointment list, the user will enter them here.*

4. This notification will appear once the user has clicked 'Submit'.

**Appointment Options** x

This appointment is CLOSED

With selected reason:  
Completed

Additional Comments:

5. If this is correct, the user will click 'OK' to complete this step.



# MyPO Appointment - Close Out

1. To close an appointment, the user will click 'Close' from the options presented.

**Appointment Options** [x]

Please choose an option below

2. User will click on the dropdown arrow and choose the appropriate option to close out the appointment. The option will be highlighted in blue.

**Close Appointment** [x]

Please select reason for closing appointment:

On:

Comments:



# MyPO Appointment - Close Out

The user will manage appointments on the day list view. Appointments must be closed out at the end of every day using one of the 2 options displayed; 'Declined' or 'Close'.  
 Note: if a customer cancels an appointment it will not show in the list.

1. Double click on the appointment and the "Appointment Options" window will pop up will appear.

2. Select the appropriate option of the three choices presented to manage the appointment

[today](#) > [Print](#) [Block](#) [September 5, 2017](#) [list\(month\)](#) [list\(day\)](#)

time	month	week	day	Adults-2	Minors-0	Confirmation Number
Tuesday 10:00am - 10:30am				CLARK, NOREEN (570) 474-5598		WEA293345
	SUSAN.GRISEWOOD@USPS.GOV					
1:00pm - 1:30pm				COOPER, CALVIN (570) 417-8811		WEA293464
	SUSAN.GRISEWOOD@USPS.GOV					

Legend:

- Reserved
- \*Closed
- Blocked/Declined

x

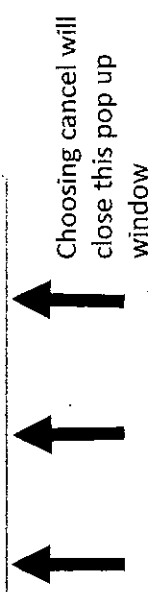
**Appointment Options**

Please choose an option below

Decline

Close

Cancel





# MyPO –Appointment Close Out





# MyPO Schedule of Appointments

MyPO will also allow users to view appointments by month

The number appearing on the calendar day is the number of notifications for the day that the user should review.

Notifications are the total number of time blocked + total number of declined appointments + total number of scheduled appointments.

1. Click "Today"
2. Click "Month" view to see all appointments by month

[TASKS SUMMARY](#) | [USER PROFILE](#) | [Home](#) | [Back](#) | [Print](#) | [Block](#) | [Month](#) | [Week](#) | [Day](#) | [List\(Month\)](#) | [List\(Day\)](#) | [Logout](#)

Session will Timeout in 29:58  
 Show All TASK LIST

Pickup On Demand	35(35)
Package Pickup	217(216)
Hold Mail	28(28)
Package Intercept	18
Delivery Instructions	2

Month	September 2017					
Day	Mon	Tue	Wed	Thu	Fri	Sat
27						
28						
29						
30						
1	2	2	2	1	1	2
2	3	4	5	6	7	8
3	10	11	12	13	14	15
4	17	18	19	20	21	22
5	24	25	26	27	28	29
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
1						
2						

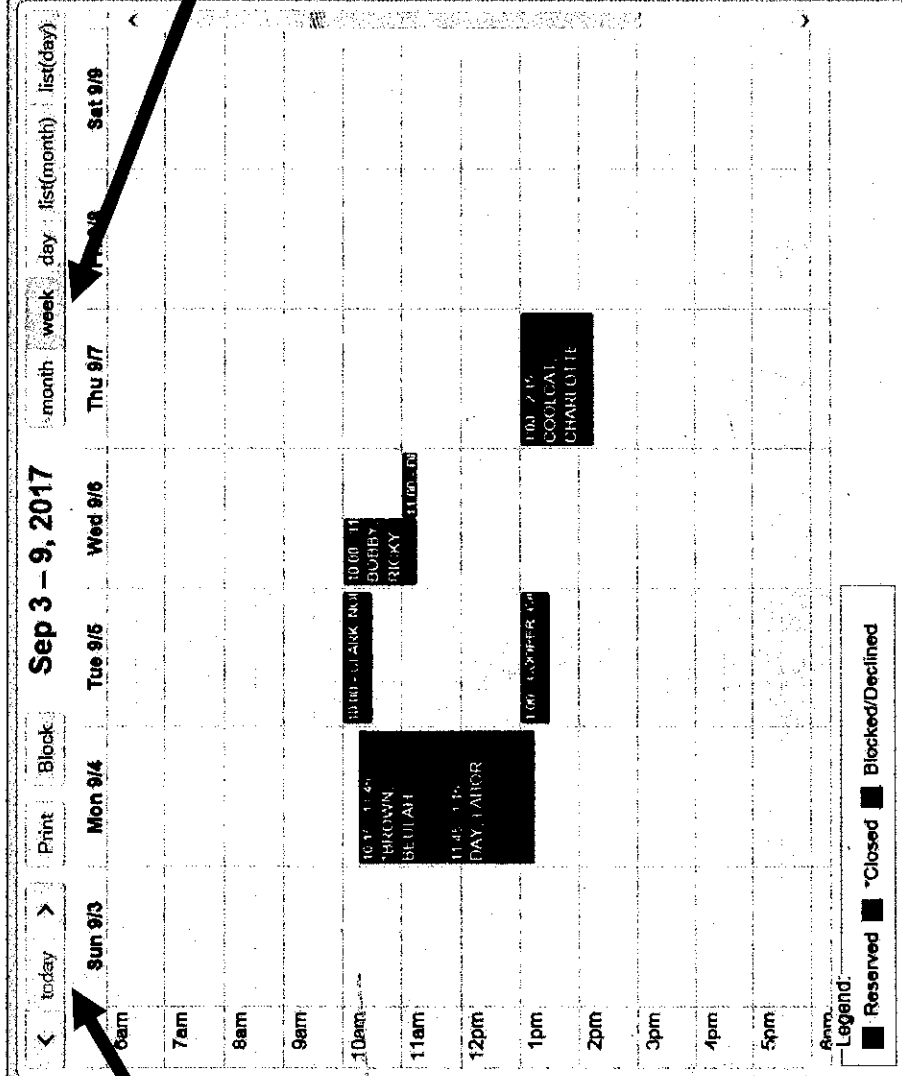
Legend:   
 Reserved   
 \*Closed   
 Blocked/Declined



# MyPO Schedule of Appointments

User can also view appointments in a calendar view by week

1. Click 'Today' in the tool bar



2. Click 'Week' to view all Passport Appointments scheduled for the week.

MyPO users can use this viewing option to aid in planning staff availability. It is the sites responsibility to ensure that there are enough Passport trained employees on staff during Passport service hours



# MyPO Schedule of Appointments

< today > Print Block month week day list(month) list(day)

September 5, 2017 Tuesday

6am	
7am	
8am	
9am	
10am	10:00 - CLARA, MARIEN
11am	
12pm	
1pm	1:00 - CONNOR, CALVIN
2pm	
3pm	
4pm	
5pm	
6pm	

Legend:  
■ Reserved ■ Blocked/Declined

User can choose the day view in a hourly calendar format as well.

1. Click "Today" on the left hand of the tool bar.

2. User will click the "Day" option on the view toolbar to view the schedule as a full calendar day



# MyPO Schedule of Appointments

1. The default view is the current day view.

Navigation: < today > | Print | Block | **September 5, 2017** | month | week | day | list(monthly) | list(day)

Time Slot	Employee Name & Contact	Confirmation Number	Adults/Minors
10:00am - 10:30am	CLARK, NOREEN (570) 474-5588 SUSAN.GRISEWOOD@USPS.GOV	WEA293345	Adults: 2 Minors: 0
1:00pm - 1:30pm	COOPER, CALVIN (570) 417-8811 SUSAN.GRISEWOOD@USPS.GOV	WEA293464	Adults: 2 Minors: 0

Legend:   
 Reserved   
 Closed   
 Blocked/Declined

2. The user can click on multiple views of the schedule using these tabs.

To view the schedule in a list form choose "List (day)"

User will print this page out and provide to employees accepting passport appointments. Employees at the window will use this schedule to manage customer appointments.

The colored icon next to each appointment indicate it's current status



# MyPO User Access

1. At the beginning of each day, the User will log into MyPo with existing credentials

**My Post Office**

CLARKS SUMMIT  
117 S STATE ST  
CLARKS SUMMIT, PA 18411-9998  
FDBID: 1358185  
Finance No: 411412

2. The Passport icon will have a red number indicating the number of appointments for the day

**ECC Cases**

**Scheduling**

**Smart Safety Moment**

Safety and health training  
Let's be safe out there.

**MyPO Tasks and Actions:**

Search Tasks    Fill Form    District Tasks    Search Facilities By Zip    Create/Manage

**Alerts (0)**    **DURAT Activities (0)**    Create/Manage

- Manage My Employee Engagement Programs
- MyPO User Guide
- ECC User Guide
- ECC Access
- Damaged Article Claims
- Reports Module
- CAO Core Language
- Consumer Advocate
- Mail Recovery Center Search Request
- Passport Appointment Scheduler

Build: [5.0.51, 08/15/2017]    Last Login: PRTL11 08/15/2017 12:28:42 CST

# Managing Daily Schedule

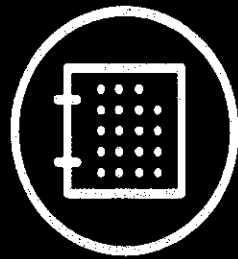
USPS Customers	USPS Passport Trained Clerks	USPS MyPO Users
<ul style="list-style-type: none"> <li>✓ Make appointments online</li> <li>✓ Have questions answered through RCAS FAQs</li> <li>✓ Manage their own appointments</li> </ul>	<ul style="list-style-type: none"> <li>✓ Encourage customers to schedule appointments online using RCAS</li> <li>✓ Manage customer intake through the daily schedule</li> <li>✓ Manually update the status of appointments on the printed daily schedule</li> <li>✓ Service walk-in customers when possible and write their information onto the printed schedule</li> <li>✓ Provide final print-out to MyPO user at close of business</li> <li>✓ Report any issues or insights on customer use of RCAS to supervisors</li> </ul>	<ul style="list-style-type: none"> <li>✓ Monitor appointment schedule and plan staffing to meet demand</li> <li>✓ Print daily schedule using MyPO for the clerks</li> <li>✓ Upload status of appointments and associated comments at close of business into MyPO</li> <li>✓ Report any issues or insights on customer use of RCAS to District Retail Marketing Managers</li> </ul>



## Retail Employee User with MyPO Access

- Appointments made through the USPS® Retail Customer Appointment Scheduler will be **viewable to retail employees through MyPO access**
- Offices that do not have MyPO will not have access to the appointment scheduler
- Through **MyPO**, authorized **employees will be able to:**
  - View appointments** at their respective Post Office
  - Print scheduled appointments** at their location for the employees to manage customer intake
  - Track day of changes** to customer appointments (e.g. no-shows, late arrivals) and input them into MyPO at the end of the day

# MyPO Interface







# Confirmation and Appointment Management

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

Customers can review information pertinent to their appointment, such as processing time, fee calculator and necessary documents here

## Your Appointment Has Been Scheduled

Appointment Confirmation

Confirmation #: **WEAT100921**  
A confirmation email with your confirmation number and additional appointment information to help you prepare for your appointment will be sent to you.  
\*You can also print this page as confirmation if you need to bring it with you to your appointment.

Customer Contact Information  
JOAN SOUTH  
553-552-2555  
JCSOUTH@HILLSPASSPORT

Location Information  
SOUTH CREEK  
1701 N. WINTERMEER RD  
OCLAND, CO. 80534-9894  
(303) 852-6588

Date	Time	Appointment #	Notes
08/28/2017	7:00 AM	444211007	Please arrive to the site 15 minutes early. There is a 15 minute wait time for appointments.

**Print this Confirmation**

Additional Information

- Applying for a Passport
- Passport Processing Times
- Passport Fee Calculator

Passport Status Information

- There is a \$15 processing fee (if applied)
- You may not wear glasses to the photo
- You may not wear hats, headwear or hairpins in the photo

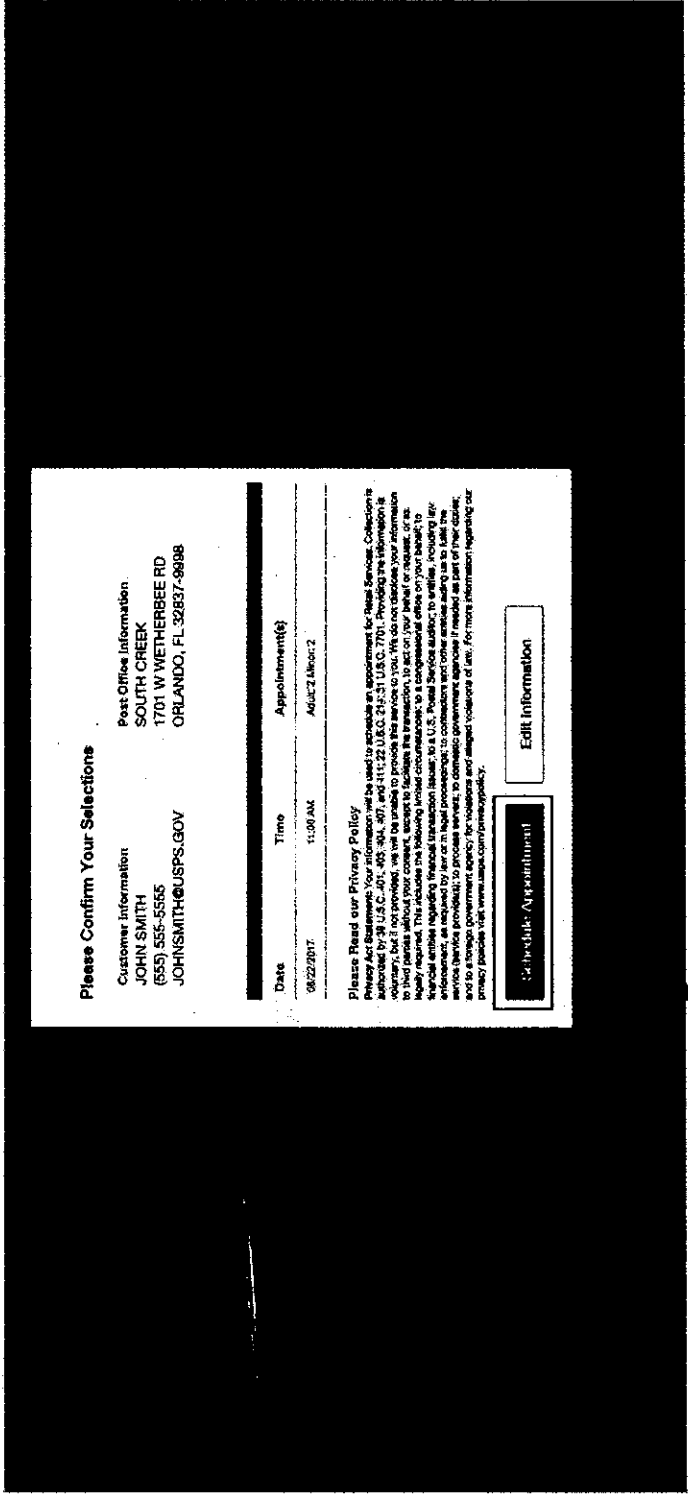
If it's in the mail, it's in your email.  
Sign up for Instant Delivery notifications and get a daily email showing you your information that is being sent to your mailbox. Click on the image below to sign up for this.

**INSTANT DELIVERY**

2. Customers can schedule a new appointment on this confirmation page. To cancel or edit their current appointment customers will access that function from the confirmation email



# Confirmation and Appointment Management



1. Customers will confirm their personal information, Post Office selection, date, time and number of appointments. If the information is correct, the customer will click 'Schedule Appointment'



# Enter Appointment Details

1. Customers will complete the highlighted fields

## Step 4: Provide Your Details

Let us know who the appointment is for and how to contact you if availability changes.

* First Name	* Last Name
* Phone Number	* Email Address

Please send me updates via text message.

Review Appointment

2. Customers can select to receive a confirmation and update via text message

3. To complete this process, Customers will click "Review Appointment" to view full appointment details



UNITED STATES  
POSTAL SERVICE®

# Scheduling Family Appointment

## Step 3: Choose a Time

Select the time slot you want. If you don't see a time that works for you, check another location.

1. The appointment scheduler will block the appropriate number of 15 minute appointments to meet the customer's family need. They will select their desired multiple appointment block.

Legend: Not Available Available Times Selected Times

August 22, 2017

TUESDAY	
9:30am	
9:45am	
10am	
10:15am	
10:30am	
10:45am	
11am	
11:15am	
11:30am	
11:45am	
12pm	
12:15pm	
12:30pm	

Appointment times are currently scheduled in 15-minute intervals. Please arrive 10 minutes prior to your appointment time.

USPS® Fees: \$25 Passport Acceptance Fee, \$15 Passport Photo Fee payable to USPS.

Department of State Fees: See Passport Fee Calculator



# Select a Family Appointment

## Step 2: Choose a Location

Find a Post Office™ location that provides passport services. Photo services are available at many locations for a \$15 fee.

You can use Find Uses Locations to compare locations on a map.

### Search

\* City and State or ZIP Code

32837

Radius

20 miles

Find Locations

Clear Search

Select a location by clicking . If you don't see an available appointment, widen your search or choose a different date.

Only searching locations with passport photo capability. Click here to filter all locations.

1. Customer will select the desired appointment location and date by clicking on the appropriate check mark



Dist	Facility	08/21	08/22	08/23
2.2 mi	<b>SOUTH CREEK</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	1701 W WETHERBEE RD ORLANDO, FL 32837-9998 Lot Parking Available			
4.3 mi	<b>SAND LAKE</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	10450 TURKEY LAKE RD ORLANDO, FL 32819-9998 Lot Parking Available			

The site selection will only show the sites that can meet the customer's appointment needs (number of members, desired distance, passport photo need, etc.)

Options for the following two days will appear. To expand search, customer will need to change date in Step 1



# Selecting a Family Appointment Location

- 1. Customer will enter in a City/State or Zip Code
- 2. Customer will enter the mile radius for desired locations

**Step 2: Choose a Location**

Find a Post Office™ location that provides passport services. Photo services are available at many locations for a \$15 fee.

You can use Find USPS Locations to compare locations on a map.

**Search**

City and State or ZIP Code™  
32837

Radius  
20 miles

Find Locations

Clear Search

- 3. Click 'Search' to see a display of available sites



# Entering Family Attendees

2. Select the number of adults and minors for the appointment

Adult 2	Minor (Under age 16) 2
------------	---------------------------

Appointments for Minors require both parents or guardians present.

3. Indicate a need for passport photos. PO Locator will only show sites that offer photo services

I need passport photo(s).

\* Select Post Office™ facilities provide Passport Photo Services. An appointment is not required for photo services only.



# Searching for a Family Appointment

## Step 1: Choose a Day

Select the day you'd like to make your appointment. Appointments can be made no more than 4 weeks in advance. Available times will be shown for that day.

1. Customers begin by selecting their desired appointment date within a four week time frame

Customers cannot schedule same day appointments. Cut-off for scheduling next day appointments is 2 AM central time

Legend:  Not Available  Available Date(s)  Selected Date

August 2017 September 2017

SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA
	1	2	3	4	5						1	2	
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31			24	25	26	27	28	29	30

Adult

Minor (Under age 18)

I need passport photo(s).

\* Select Post Office™ facilities provide Passport Photo Services. An appointment is not required for photo services only.





# Scheduling a Family Appointment



# Confirmation and Appointment Management

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

Your Appointment Has Been Scheduled

Confirmation #: WEA19K7TZ  
An email with your confirmation number and additional passport information to help you prepare for your appointment will be sent to you.  
You can also print this page as confirmation if you need to display yours at your appointment.

Customer Contact Information  
JOHN SMITH  
350 555-5555  
JOHN@EXAMPLE.COM

Location Information  
SOUTH CREEK  
1234 W WETHERS RD  
ORLANDO, FL 32827-9888  
(407) 835-6586

Additional Information  
• Applying for a Passport\*  
• Passport Processing Times\*  
• Passport Fee Calculator\*

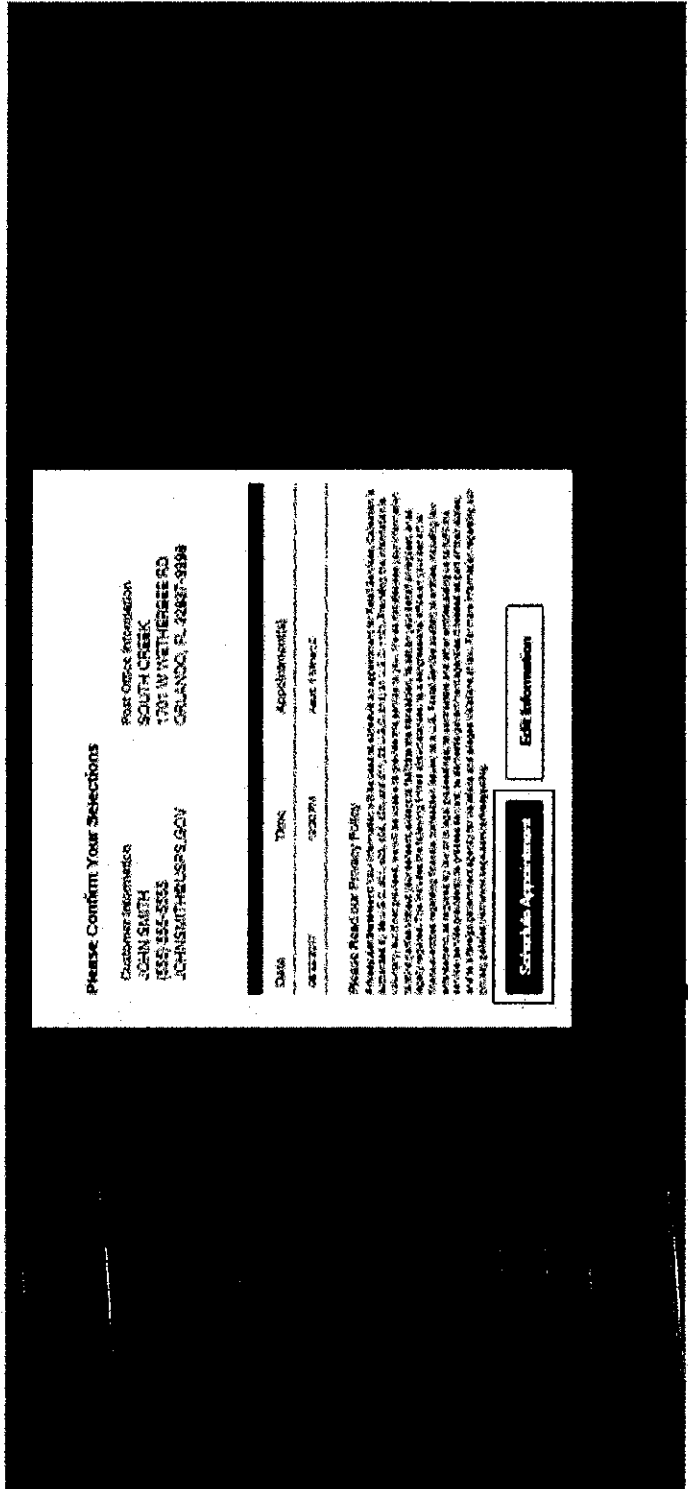
If it's in the mail, it's in your email.  
Sign up for Informant Delivery notifications and get a daily email showing you what new-related mail is coming soon to your mailbox. Click on the image below to sign up for free.

Customers can review information pertinent to their appointment, such as processing time, fee calculator and necessary documents here

2. Customers can schedule a new appointment on this confirmation page. To cancel or edit their current appointment customers will access that function from the confirmation email



# Confirmation and Appointment Management



1. Customers will confirm their personal information, Post Office selection, date, time and number of appointments. If the information is correct, the customer will click 'Schedule Appointment'



# Enter Appointment Details

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



## Step 4: Provide Your Details

Let us know who the appointment is for and how to contact you if availability changes.

* First Name	* Last Name
<input type="text"/>	<input type="text"/>
* Phone Number	* Email Address
<input type="text"/>	<input type="text"/>

Please send me updates via text message.



2. Customers can select to receive a confirmation and update via text message



3. To complete this process, Customers will click "Review Appointment" to view full appointment details



# Schedule an Individual Appointment

## Step 3: Choose a Time

Select the time slot you want. If you don't see a time that works for you, check another location.

1. Select the desired appointment time by clicking on the available white blocks. Once selected, the appointment will be highlighted in dark blue-gray

Customers are reminded of the associated Passport Fees; those collected by USPS and by the DOS

Legend:  Not Available  Available Times  Selected Times

**August 22, 2017**

TUESDAY

9:30am	
9:45am	
10am	
10:15am	
10:30am	
10:45am	
11am	
11:15am	
11:30am	
11:45am	
12pm	
12:15pm	
12:30pm	

Appointments are offered in 15 minute intervals during passport service and hours of operation

Appointment times are currently scheduled in 15-minute intervals. Please arrive 10 minutes prior to your appointment time.

USPS® Fees: \$25 Passport Acceptance Fee, \$15 Passport Photo Fee payable to USPS.

Department of State Fees: See Passport Fee Calculator >



# Select an Individual Appointment

## Step 2: Choose a Location

Find a Post Office™ location that provides passport services. Photo services are available at many locations for a \$15 fee.

You can use Find USPS Locations to compare locations on a map.

### Search

City and State or ZIP Code\*

32837

Radius

20 miles

Find Locations

Clear Search

Select a location by clicking . If you don't see an available appointment, widen your search or choose a different date.

Only searching locations with passport photo capability. Click here to zoom in location.

1. Customer will select the desired appointment location and date by clicking on the appropriate check mark



Dist. v	Facility	08/21	08/22 v	08/23
2.2 mi	<b>SOUTH CREEK</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	1701 W WETHERBEE RD ORLANDO, FL 32837-9998 Lot Parking Available			
4.2 mi	<b>SAND LAKE</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	10450 TURKEY LAKE RD ORLANDO, FL 32819-9998 Lot Parking Available			

The site selection will only show the sites that can meet the customer's appointment needs (number of members, desired distance, passport photo need, etc.)

Options for the following two days will appear. To expand search, customer will need to change date in Step 1



# Selecting an Appointment Location

1. Customer will enter in a City/State or Zip Code
2. Customer will enter the mile radius for their search

**Step 2: Choose a Location**

Find a Post Office™ location that provides passport services. Photo services are available at many locations for a \$15 fee.

You can use Find USPS Locations to compare locations on a map.

**Search**

City and State or ZIP Code™  
32837

Radius  
20 miles

Find Locations

Clear Search

3. Click 'Search' to see a display of available sites



# Entering Individual Attendee

2. Select the number of adults and minors for the appointment

Adults	1	▼
Minors (Under Age 18)	0	▼

I need passport photos

3. Indicate a need for passport photos. Only sites that offer photo services will appear in your search

*Appointments for Minors require both parents or guardians present.*



## Step 1: Choose a Day

Select the day you'd like to make your appointment. Appointments can be made no more than 4 weeks in advance. Available times will be shown for that day.

**1. Customers begin by selecting their desired appointment date**



Legend:  Not Available  Available Dates

Selected Date

August 2017							September 2017						
SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA
		1	2	3	4	5						1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31			24	25	26	27	28	29	30

Customers can view appointments up to four weeks from search date

Customers cannot schedule same day appointments. Cut-off for scheduling next day appointments is 2 AM central time


Adult

Minor (Under age 16)

 I need passport photo(s).



# Passport Renewal

Upon opening the  **USPSCOM**<sup>®</sup> RCAS home page Customers will see information on Renewals.

With this information upfront, customers will see that an appointment is not necessary. Instead renewal applications should be mailed directly to the Department of State.

English  Customer Service  My USPS  Register/Sign In

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

[Schedule an Appointment](#) | [Manage Appointments](#) | [FAQs](#)

## Schedule an Appointment

Passport

**Eligible to Renew?**  
Passport renewals save time and money.

If you are renewing your passport, an appointment is not required. You can mail your renewal application directly to the State Department. **Renewing a Passport by Mail**

## First-Time Passports

### Step 1: Start Early – Gather Documents

Apply for your passport several weeks before your trip. Gather all the necessary documents and information you will need to complete your passport application at the Post Office. The U.S. State Department website explains what you'll need in long and short.

- Application Form (DS-160)
- Passport photo and a photocopy
- Proof of identity, passport and a photocopy
- Passport fees

#### Apply for a Passport at Home

### Step 2: Prepare Your Application Package

Visit the U.S. Department of State website to learn how to assemble your application package.

1. Complete your Form DS-160 Application for U.S. Passports on the State Department website.
2. Print your completed application.
3. Print your complete application.
4. Attach all documents to your application. **DO NOT SIGN YOUR APPLICATION.** A Postal employee will witness your signature.
5. Attach all documents to your application. **DO NOT SIGN YOUR APPLICATION.** A Postal employee will witness your signature.
6. Pay for your application package.
7. Print your completed application.

#### Get Ready for Your Appointment

### Step 3: Find a Post Office

Post Offices have set hours for passport services. Many require an appointment. Use the Post Office Locator tool to find the nearest Post Office offering passport services.

1. Go on [Find a Post Office](#).
2. Select **Passport** from the Location Filter.
3. Enter a zip code or address.
4. Select a Post Office.
5. Check the time to make an appointment with the selected Post Office.
6. Click **Book**.

Visit a Post Office with Passport Services

Customers will be provided with the necessary appointment preparation information to meet their needs.

### Need a Passport in a Hurry?

Travel is more stressful without a passport. Apply for your passport early. Apply for your passport at a Post Office and pay for expedited processing and overnight delivery.

- Apply for expedited processing at home in Step 2: Prepare Your Application Package.
- Add the expedited processing fee of \$25, payable to the U.S. Department of State, to the other fees.
- Use your expedited package at the State Department using Priority Mail Express. Call 1-800-457-3111.
- Purchase overnight delivery for \$75.00, payable to the U.S. Department of State.

**NOTE:** If you need a passport immediately, call 1-877-485-7273 or 1-888-274-7733 (TDD) to make an appointment at a State Department passport facility or center.

#### Get a Passport in a Hurry

#### Priority Mail Express

### Passport Fees

Passport processing applications have two types of fees: the application fee and the passport processing fee. Passport processing fees are for processing an application.

- Application Processing Fee – \$165.00
- Expedited Processing Fee – \$25.00
- Overnight Delivery Fee – \$75.00
- State Department Passport Fee – \$15.00
- Expedited Passport Fee – \$35.00

### Check Your Application Status

You can check your application processing status at the Department of State website. To determine what other you submitted your passport application to the Post Office.

#### U.S. Passport Application Status

After reading through the guidance, the customer will click 'Schedule An Appointment'



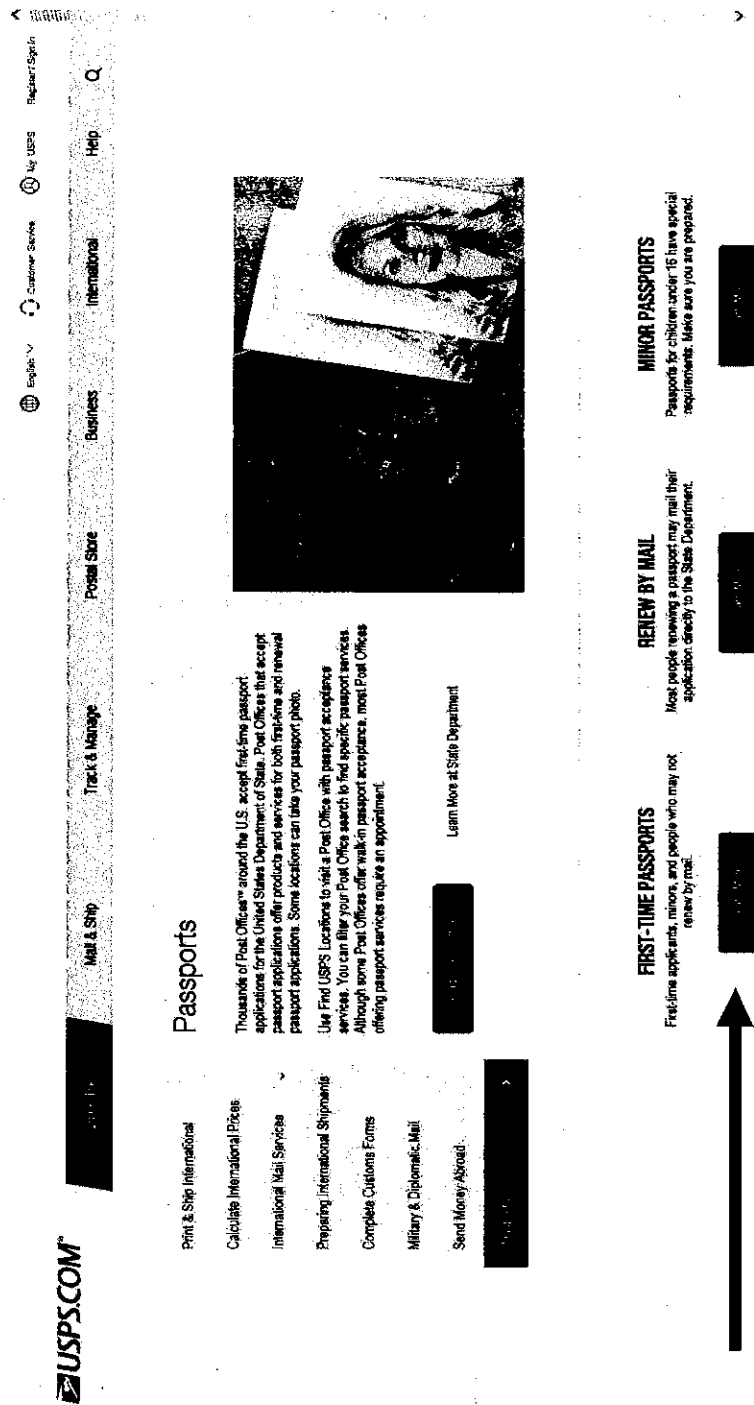
Schedule an Appointment



# USPS Retail Customer Appointment Scheduler™ Home Page

Welcome to the home page  
the USPS Retail Customer  
Appointment Scheduler.

Customers seeking  
information about Passport  
Services will access this  
page through PO locator  
or the Passport static page  
on usps.com



Customers will click the  
appropriate option to proceed.

Clicking on the options will take customers to information on how to  
prepare for their appointment.



UNITED STATES  
POSTAL SERVICE®

# The USPS Retail Customer Appointment Scheduler™ home page



# My PO Locator

The screenshot shows the USPS website navigation menu with the following items: Quick Tools, Mail & Ship, Track & Manage, Postal Store, Business, International, Help, and Register/Sign In. The 'International' dropdown menu is open, listing: Print & Ship International, Calculate International Prices, International Mail Services, Preparing International Shipments, Complete Customs Forms, Military & Diplomatic Mail, Send Money Abroad, and Passports. An arrow points to the 'Passports' link.

Customers can click on the 'International' tab.

The dropdown will display options including 'Passports.' Customers can click on 'Passport' to learn about making appointments on the RCAS home page.

## Making A Move?

Moving is hard enough, so make one part of it easier by changing your address online in a few simple steps.

Get Started

Track a Package

Click-N-Ship

Stamps and Supplies



UNITED STATES  
POSTAL SERVICE®

# Scheduling an Appointment – International Tab



# My PO Locator

1. Customers begin their passport search by 'Location Type', 'City and State, or ZIP Code', 'Mile Radius.' Once criteria is selected, the customer will click 'Search.'

Customers can view a list of passport acceptance facilities to choose from

2. Customers will click 'Schedule Appointment' to be taken to the RCAS homepage and begin scheduling.

**Find Locations**  
\*indicates a required field  
Enter only English in all fields

Location Types: Passports  
City and State, or ZIP Code: 32837  
Within: 20 miles  
Search

Still Have Questions? Browse Our FAQs

1 - 8 of 8 Show 10 20 50

REFINE SEARCH

SEARCH RESULTS

LOCATION: SOUTH CREEK >  
1701 W WETHERBEE RD  
ORLANDO, FL 32837-8968  
407-855-8568

Passport Appointment Hours  
Mon-Fri 10:00am - 3:00pm  
Sat-Sun Closed

Passport Photo Hours  
Mon-Fri 10:00am - 3:00pm  
Sat-Sun Closed

Lot Parking Available

For more information, contact the Department of State at: [travel.state.gov](http://travel.state.gov)

Schedule in Appointment

4.3 mi SAND LAKE >  
10450 TURKEY LAKE RD  
ORLANDO, FL 32815-8968  
407-850-6535

Passport Appointment Hours  
Mon-Sun Closed  
Tue-Sat 10:00am - 3:00pm

Passport Photo Hours  
Mon-Sun Closed  
Tue-Sat 10:00am - 3:00pm

Lot Parking Available

For more information, contact the Department of State at: [travel.state.gov](http://travel.state.gov)

Map showing locations: Winter Springs, Orlando, Winter Park, Winter Garden, Kissimmee, St Cloud, Apopka, Ocoee, Altamonte Springs, Lake Nona, Lake Nona Medical Center, Lake Nona Park, Lake Nona Golf Course, Lake Nona Country Club, Lake Nona Community Center, Lake Nona High School, Lake Nona Middle School, Lake Nona Elementary School, Lake Nona International Airport, Lake Nona Park, Lake Nona Golf Course, Lake Nona Country Club, Lake Nona Community Center, Lake Nona High School, Lake Nona Middle School, Lake Nona Elementary School, Lake Nona International Airport.





# My PO Locator

Using the 'Quick Tools' tab on USPS.com, customers can start the search for passport acceptance facilities by clicking on 'Find USPS Locations.'



X

**Quick Tools**

- Track a Package
- Informed Delivery
- My USPS
- Find USPS Locations
- Buy Stamps
- Schedule a Pickup
- Hold Mail
- Calculate a Price
- Link Up a ZIP Code\*
- Look Up a ZIP Code\*
- Free Boxes
- Change
- Rent/Review

Click-N-Ship®

Stamps and Supplies

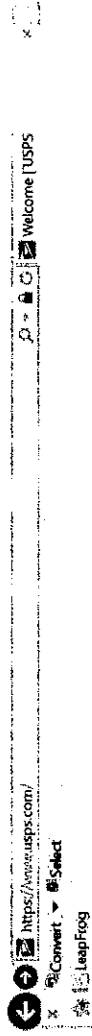


# Scheduling an Appointment – My PO Locator



Customers will begin their passport process by accessing the Apply for a Passport tile on the USPS.com landing page. The options below give the customer the option to apply for a new passport or a renewal.

1. Select 'Get a New Passport' to go directly to the USPS Retail Customer Appointment Scheduler Home Page



The screenshot shows a dark navigation bar with three main sections, each with an 'Expand +' button on the left and a 'Feedback' button on the right.

- PO Boxes Online**: Find or renew a PO Box online.
  - Get a New PO Box >
  - Manage Your PO-Box >
- Apply for a Passport**: Many Post Offices accept passport applications.
  - Get a New Passport >
  - Renew Your Passport >
- Grow Your Business**: Explore USPS shipping and mailing solutions that can help grow your business.
  - Explore Services >
  - Every Door Direct Mail >



UNITED STATES  
POSTAL SERVICE®

# Scheduling an Appointment - USPS.com landing page



**Customers can access the USPS Retail Customer Appointment Scheduler™ through**

**3 paths:**

- USPS.com landing page
- Quick Tools – My PO Locator
- International tab

# Customer Interface





**Through the USPS Retail Customer Appointment Scheduler™:**

- Customers will be able to search for, schedule, view, cancel and reschedule passport appointments (individual and family)
- Customers will receive an email confirmation and real time appointment notification throughout the process
- Customers can choose to receive a text confirmation and notification for their appointment
- Post Office staff through MyPO will be able to print a schedule with existing appointments for the day to manage customer intake (sites without MyPO access will not utilize the appointment scheduler)

# USPS Retail Customer Appointment Scheduler™





## Summary

- ❑ In FY2016, USPS assessed the Passport Services market and found a need for USPS to innovate to respond to a growing passport market and increasing customer demands for a higher quality customer experience
- ❑ In response, USPS piloted the **Passport Appointment Scheduler (PAS)** in 16 test sites to enhance USPS digital presence and provide customers a web based tool to aid in a streamlined passport process
  - ❑ Test sites realized a **\$127,755** in combined Passport transaction and photo transaction revenue which is a **66% increase over SPLY**
  - ❑ Customer feedback surveys showed **96% of customers were very satisfied or somewhat satisfied with their overall experience and 96% are very likely or somewhat likely to recommend the Postal Service** to others when apply for passports
- ❑ **The USPS® Retail Customer Appointment Scheduler will launch nationally on September 30<sup>th</sup>** providing USPS the opportunity to build upon the insights gained from the 16 test sites as the scheduler is implemented in nearly 3,000 USPS offices that require appointments

1. Sourced from USPS EDW and Department of State reports to USPS Passport Services. Data valid from June 5<sup>th</sup> – August 18<sup>th</sup>  
2. Based on SurveyMonkey Sample Size Calculator for 95% confidence level and 5% margin of error. Data valid from June 5<sup>th</sup> – August 18<sup>th</sup>



August 29, 2017



# USPS Passport Services

USPS® Retail Customer Appointment Scheduler Training



# Retail Stand-Up Talk

August 31, 2017

## USPS Retail Customer Appointment Scheduler™ (RCAS™) Customer Friendly Experience

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

The USPS Retail Customer Appointment Scheduler™ was initially tested at 16 sites across the country. The effectiveness and the benefits of the tool for both customers and the Postal Service were closely measured and have informed the roll out to nearly 3,000 offices that accept passport applications by appointment. Your office will be a part of the national roll out, it will be especially important for you to know how RCAS™ works creating customer awareness and answering questions.

With the RCAS™, if a customer should come to your office to apply for a passport – and they do not have an appointment – you will want to make every effort to schedule them for a same day appointment opening. You can also give them the option of scheduling an appointment online or on their mobile device using the RCAS™ for another day.

The RCAS™ will provide offices with the capability of printing a daily appointment schedule through the MyPO Application. This will give offices a better picture of how many customers have scheduled a passport application appointment on a daily basis so resources can be staffed accordingly. The printed schedule will also allow offices to accommodate same day walk-ins if there are appointment openings.

You will receive training on the RCAS™ and other job aids that will assist you in serving your customers as they begin to use the appointment scheduler. Thank you for your support of the USPS Retail Customer Appointment Scheduler™ and dedication to the Postal Service!

## Standard Work Instruction: USPS Passport Acceptance

	<ul style="list-style-type: none"> <li>○ Photo Requirements: Color, 2 x 2 inches in size, taken within the past 6 months, full face, front view, plain white or off white background, neutral facial expression, taken in normal street clothes, between 1 inch and 1 3/8 inches from the bottom of the chin to the top of the head, no glasses, no headgear</li> </ul>	
5. U.S. Citizenship Evidence	<ul style="list-style-type: none"> <li>● <b>Collect U.S. Citizenship evidence.</b> Must include one of the following:               <ul style="list-style-type: none"> <li>○ Previously issued, undamaged U.S. Passport book or card</li> <li>○ Certified Birth Certificate issued by the city, county or state</li> <li>○ Consular Report of Birth Abroad or Certification of Birth</li> <li>○ Naturalization Certificate</li> <li>○ Certificate of Citizenship</li> <li>○ Ensure the customer has brought photo copies of their citizenship evidence with both the front and back sides copied onto one side of a single 8 ½ x 11 " piece of white paper</li> </ul> </li> </ul>	
6. Identification Verification	<ul style="list-style-type: none"> <li>● <b>Verify Primary Identification.</b> Must include one of the following:               <ul style="list-style-type: none"> <li>○ Previously issued, undamaged U.S. Passport</li> <li>○ Naturalization Certificate</li> <li>○ Valid Driver's License</li> <li>○ Current Government ID (city, state or federal)</li> <li>○ Current Military ID (military and dependents)</li> <li>○ Ensure the customer has brought photo copies of their identification with both the front and back copied onto one side of a single 8 ½ x 11 " piece of white paper (two sided copies are not acceptable)</li> </ul> </li> </ul>	The customer will need to present a primary source of identification
7. Collect Proper Fees	<ul style="list-style-type: none"> <li>● <b>Determine if the customer has brought proper payment</b> <ul style="list-style-type: none"> <li>○ Fees payable to USPS by using debit/credit card, check or cash</li> <li>○ Fees payable to the Department of State by using Money Order or check payable directly to the Department of State (Money Orders can be purchased by cash or debit card at USPS)</li> </ul> </li> </ul>	
8. Oath and Signature	<ul style="list-style-type: none"> <li>● <b>Administer the passport oath</b></li> <li>● <b>Request a signature</b> on application from the applicant (or parent/guardian)</li> </ul>	
9. Transfer to USPS	<ul style="list-style-type: none"> <li>● <b>Complete Agent block</b> with your signature, facility name, day's date, facility ID, Agent ID, and office seal or stamp in appropriate locations on Form DS-11               <ul style="list-style-type: none"> <li>○ The application is now a legal document and cannot be returned to the customer</li> </ul> </li> </ul>	
10. Assemble	<ul style="list-style-type: none"> <li>● Staple the check or Money Order below the photo on Form DS-11</li> <li>● U.S. Citizenship evidence, photocopy of identification, and any other required documents are stapled between pages 1 and 2 of Form DS-11 in the top left corner</li> </ul>	
<p><i>Refer to the Passport Acceptance Resource Guide (PARG) for detailed procedures</i></p>		

## Standard Work Instruction: USPS Passport Acceptance



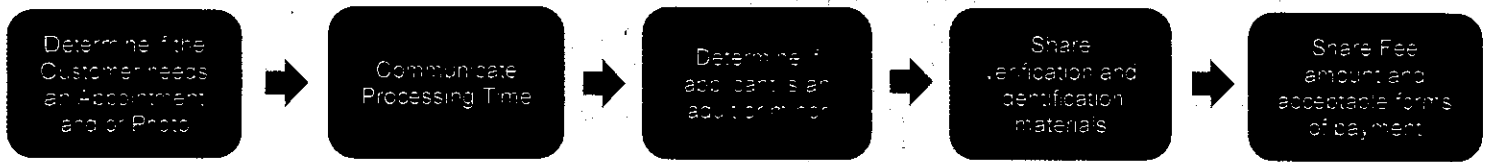
Important Steps	Key Points	Reasons for Key Points
1. Greet and Determine the Customer's Needs	<ul style="list-style-type: none"> <li>• <b>Greet the customer</b> and confirm their appointment details, if applicable               <ul style="list-style-type: none"> <li>○ Establish whether they need a first-time passport application or a renewal</li> </ul> </li> </ul>	Customers do not need to see a Passport Acceptance Agent if mailing a renewal application
2. Determine Dates of Travel	<ul style="list-style-type: none"> <li>• <b>Determine the expected date of travel</b> <ul style="list-style-type: none"> <li>○ Inform the customer of the processing times in relation to their actual travel date</li> <li>○ Processing times are usually consistent with the following:                   <ul style="list-style-type: none"> <li>○ <b>4-6 Weeks</b> – Customer can apply for Routine Passport processing</li> <li>○ <b>2-3 Weeks</b> – Customer can apply for Expedited Passport processing – the DOS recommends shipping using overnight service to and from the DOS</li> <li>○ <b>Less than 2 Weeks</b> – Refer the customer to the Department of State, National Passport Information Center (NPIC) 1-877-487-2778</li> </ul> </li> </ul> </li> </ul>	Customers must apply for their passport with enough advance to account for the passport processing time prior to their travel date  Refer to <a href="http://www.travel.state.gov">www.travel.state.gov</a> for current processing times
3. Form DS-11 Validation	<ul style="list-style-type: none"> <li>• <b>Review Form DS-11</b> for completeness, accuracy, use of black ink, and legibility               <ul style="list-style-type: none"> <li>○ If customer is eligible to renew their passport, instruct them to use Form DS-82 "U.S. Passport Renewal Application for Eligible Individuals" and provide them with the necessary postage</li> <li>○ Ensure the application is completed in black ink (Black ink is required due to the scanning process of the application at the Lock Box)</li> <li>○ Ensure the applicant has indicated whether he/she is applying for a 28-page book, a 52-page book, a passport card, or both a book and a card</li> <li>○ Review the application for completeness, accuracy, and legibility (If the application is illegible, have the applicant complete a new application)</li> <li>○ Do not fill any information in for the customer</li> <li>○ Verify that the customer has not signed their application. The application should not be signed until requested to do so by the Passport Acceptance Clerk</li> </ul> </li> </ul>	Department of State requires accurate and legible form completion in order to proceed with the passport request
4. Photo	<ul style="list-style-type: none"> <li>• <b>Determine if the customer has an acceptable photo</b> <ul style="list-style-type: none"> <li>○ If the customer cannot provide an acceptable passport photo, inform them that they may have one taken onsite for a \$15 fee</li> </ul> </li> </ul>	A customer will need an acceptable photo for their passport

## Standard Work Instruction: USPS Passport Call and Query

5. Photo	<ul style="list-style-type: none"> <li>• Inform the customer that a <b>photo is required</b>. If they do not have one, inform them that it may be taken onsite for a <b>\$15 fee</b></li> <li>• Direct the customer to <a href="http://www.travel.state.gov">www.travel.state.gov</a> for an additional information</li> </ul>	
6. U.S. Citizenship Evidence	<ul style="list-style-type: none"> <li>• <b>Provide information on the need for evidence of U.S. Citizenship (both the original and copies of the front and back)</b> Examples include:             <ul style="list-style-type: none"> <li>• Previously issued, undamaged U.S. Passport</li> <li>• Certified Birth Certificate issued by the city, country or state</li> <li>• Consular Report of Birth Abroad or Certification of Birth Naturalization Certificate</li> <li>• Naturalization Certificate</li> <li>• Certificate of Citizenship</li> </ul> </li> <li>• Direct the customer to <a href="http://www.travel.state.gov">www.travel.state.gov</a> Form DS-11 for additional information</li> </ul>	
7. Primary Identification	<ul style="list-style-type: none"> <li>• <b>Provide information on primary identification and the need to submit one of the following:</b> <ul style="list-style-type: none"> <li>• Previously issued, undamaged U.S. Passport</li> <li>• Naturalization Certificate</li> <li>• Valid Driver's License</li> <li>• Current Government ID (city, state or federal)</li> <li>• Current Military ID (military and dependents)</li> </ul> </li> <li>• Ensure customer brings photocopies of identification</li> <li>• Refer customer to <a href="http://www.travel.state.gov">www.travel.state.gov</a> Form DS-11 for additional information</li> </ul>	
8. Fees	<ul style="list-style-type: none"> <li>• <b>Processing fees are payable to the USPS by debit/credit card, check or cash</b></li> <li>• <b>\$15 photo fee; \$25 passport acceptance fee</b></li> <li>• <b>Fees are payable to the Department of State by Money Order or by a check payable directly to the Department of State (Money Orders can be purchased by cash or debit card at USPS)</b></li> <li>• Information on current Passport fees can be found on <a href="http://www.travel.state.gov">www.travel.state.gov</a></li> </ul>	


Refer the customer to [www.travel.state.gov](http://www.travel.state.gov) for all other inquiries

## Standard Work Instruction: USPS Passport Call and Query



Important Steps	Key Points	Reasons for Key Points
1. Forms: First Time vs. Renewal	<ul style="list-style-type: none"> <li>• Establish whether a customer needs a first-time passport or a renewal</li> <li>• If it's a <b>first-time passport</b>, direct the customer to <a href="http://www.travel.state.gov">www.travel.state.gov</a> for <b>Form DS-11</b></li> <li>• If it's a <b>renewal</b>, direct the customer to <a href="http://www.travel.state.gov">www.travel.state.gov</a> for <b>Form DS-82</b> and information for documentation required for the renewal application               <ul style="list-style-type: none"> <li>• The customer submits a renewal application via mail</li> </ul> </li> </ul>	<p>First-time passport applicants require an appointment Renewals are mailed directly to the Department of State.</p>
2. Appointment	<ul style="list-style-type: none"> <li>• <b>Determine if a customer needs an appointment and/or inform the customer of the next available time slot for a same day walk-in appointment</b> <ul style="list-style-type: none"> <li>• If an appointment is desired, provide the link to the USPS Retail Customer Appointment Scheduler™ : <a href="http://www.usps.com/scheduler">www.usps.com/scheduler</a></li> </ul> </li> </ul>	
3. Processing Times	<ul style="list-style-type: none"> <li>• <b>Determine the expected date of travel</b> <ul style="list-style-type: none"> <li>• Inform customers of processing times in relation to their travel date</li> </ul> </li> <li>• Processing times are usually consistent with the following:               <ul style="list-style-type: none"> <li>• <b>4-6 weeks</b>—Customer can apply for Routine Passport processing</li> <li>• <b>2-3 weeks</b>—Customer can apply for Expedited Passport processing – the DOS recommends shipping using overnight service to and from the DOS</li> <li>• <b>Less than 2 weeks</b> – Refer the customer to the Department of State, National Passport Information Center (NPIC) 1-877-487-2778</li> </ul> </li> </ul>	<p>Refer to <a href="http://www.travel.state.gov">www.travel.state.gov</a> for current processing times</p>
4. Adult vs. Minor Applications	<ul style="list-style-type: none"> <li>• A child is defined as a minor under the age of 16</li> <li>• Both parents/guardians must authorize the issuance of the child's passport. The best way to do this is for both parents/guardians to go with the child to apply for the passport</li> <li>• Direct the customer to <a href="http://www.travel.state.gov">www.travel.state.gov</a> for additional information</li> </ul>	<p>A passport acceptance facility cannot process a minor passport application without the presence of both parents (or guardians) or notarized document to support the absent parent</p>

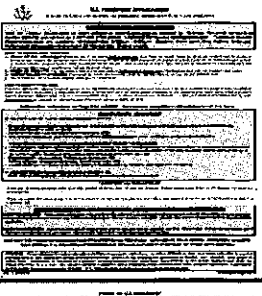
## Standard Work Instruction: Passport Application Appointment – Lobby Assistant

-		<ul style="list-style-type: none"> <li>Review the application for completeness, accuracy, and legibility (If the application is illegible, have the applicant complete a new application)</li> <li><b>Do not fill any information in for the customer</b></li> </ul>	
	4. Review Photo	<p><b>Determine if the customer has an acceptable photo</b></p> <ul style="list-style-type: none"> <li>If the customer cannot provide an acceptable passport photo, inform them that they may have one taken onsite for a \$15. fee</li> <li>Photo Requirements: Color, 2 x 2 inches in size, taken within the past 6 months, full face, front view, plain white or off white background, neutral facial expression, taken in normal street clothes, between 1 inch and 1 3/8 inches from the bottom of the chin to the top of the head, no glasses, no headgear</li> </ul>	<p>The Department of State has specified requirements for an acceptable passport photo. If the photo is not appropriate, USPS can offer to take the customer's photo for a fee, generating additional revenue in the transaction</p> <p>For more information refer to <a href="http://www.travel.state.gov">www.travel.state.gov</a></p>
	5. U.S. Citizenship and Identification	<ul style="list-style-type: none"> <li><b>Review</b> U.S. Citizenship evidence, primary identification, and ensure the customer has brought photocopies of their identification (Photocopies of the front and back of the U.S. Citizenship evidence and identification should be provided. Ensure each is on the same side of a single 8 1/2 x 11 white piece of paper (two sides copies not acceptable))</li> </ul>	
	6. Assess Proper Fees	<p><b>Determine if the customer has brought proper payment</b></p> <ul style="list-style-type: none"> <li>Fees payable to USPS by using debit/credit card, check or cash</li> <li>Fees payable to the Department of State by using Money Order or check payable directly to the Department of State (Money Orders can be purchased by cash or debit card at USPS)</li> </ul>	USPS cannot accept credit card or debit card for Department of State fees
	7. Direct to Queue	<ul style="list-style-type: none"> <li>Once these steps are complete, <b>direct the customer to enter the queue to finalize their application</b> with a passport acceptance agent</li> </ul>	



## Standard Work Instruction: Passport Application Appointment – Lobby Assistant

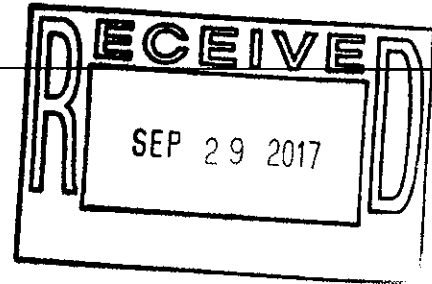


Important Steps	Key Points	Reasons for Key Points
1. Greet and Determine the Customer's Needs	<p><b>Greet the customer</b> and confirm their appointment details, if applicable</p> <ul style="list-style-type: none"> <li>Establish whether they need a first-time passport application or a renewal</li> <li>Customers do not need to see an Agent if mailing a renewal application</li> </ul>	<p>Customers often need direction when entering the Post Office. Your assistance can reduce wait time in line</p>
2. Determine Dates of Travel	<p><b>Determine the expected date of travel</b></p> <ul style="list-style-type: none"> <li>Inform the customer of the processing times in relation to their actual travel date</li> <li>Processing times are usually consistent with the following:               <ul style="list-style-type: none"> <li><b>4-6 Weeks</b> – Customer can apply for Routine Passport processing</li> <li><b>2-3 Weeks</b> – Customer can apply for Expedited Passport processing – the DOS recommends shipping using overnight service to and from the DOS</li> <li>Less than 2 Weeks – Refer the customer to the Department of State, National Passport Information Center (NPIC) 1-877-487-2778</li> </ul> </li> </ul>	<p>Helping a customer to determine their expected date of travel can aid in deciding if they need a standard or expedited passport</p> <p>Refer to <a href="http://www.travel.state.gov">www.travel.state.gov</a> for current processing times</p>
 3. Review form DS-11 for validation	<p><b>Review Form DS-11</b> for completeness, accuracy, use of <b>black ink</b>, and legibility</p> <ul style="list-style-type: none"> <li>If customer is eligible to renew their passport, instruct them to use Form DS-82 U.S. Passport Renewal Applications for Eligible Individuals” and direct them to the retail counter to obtain the necessary postage</li> <li>Ensure the application is completed in <b>black ink</b> (Black ink is required due to the scanning process of the application at the Lock Box)</li> <li>Ensure the applicant has indicated whether s/he is applying for a 28-page book, a 52-page book, a passport card, or both a book and a card</li> </ul>	<p>It is important to ensure the DS-11 is completed accurately for acceptance and processing by the Department of State. Forms completed improperly will delay the processing by the Department of State</p>

# Question & Answer



LABOR RELATIONS



September 29, 2017

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

Faxed

Dear Brian:

As a matter of general interest, the Postal Service is implementing a national review of collection boxes. This process is currently titled *Collection Reassignment/Redesign*.

As part of this initiative, collection boxes currently assigned to collection routes which have a last scheduled pick-up time prior to 3:00 PM will be reviewed to determine the feasibility of reassigning the collection to the delivery route in the immediate vicinity. Requests to maintain current collection procedures will be determined at the Area and Headquarter level.

Prior to implementing a change, local management will discuss the potential impacts with the carriers involved (delivery employees and collectors).

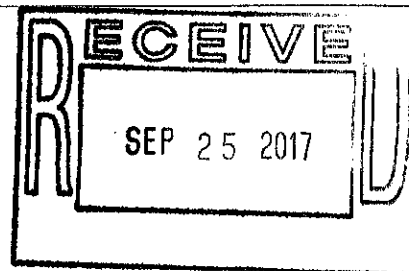
The Postal Service has begun the data collection process and will continue with the review, exception and implementation process through February 2018.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs



September 22, 2017

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

Dear Brian:

This correspondence is in further reference to our June 7 notification concerning a job analytic study of several entry level and clerical positions.

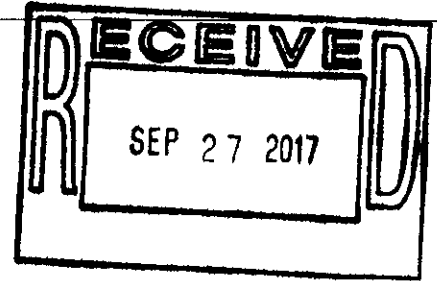
As a matter of clarification, please note that personnel from Shaker Consulting will assist Headquarters Human Resources staff with the study that will consist of job observations, surveys, interviews and establishing focus groups of bargaining and non-bargaining employees.

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 "ASMOORE".

*Alan S. Moore*  
Alan S. Moore  
Manager  
Labor Relations Policies and Programs



September 26, 2017

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

Dear Brian:

As a matter of general interest, the Postal Service will pilot test the management of periodic roll cases of injured-on-duty employees with a contractor (Contract Claims Services, Inc.).

The pilot test will be conducted in the Dallas District beginning approximately October 2 and running through July 31, 2018.

We have enclosed the letter the employee will receive regarding this matter.

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

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosure

INJURY COMPENSATION & MEDICAL SERVICES



September 21, 2017

Name  
Address  
City State Zip

Dear xxxxxxxx :

As part of our commitment to return injured on duty employees to work, the Postal Service will be conducting a pilot program within the Dallas District. This pilot program will involve various claims management activities performed by Contract Claims Services, Inc. (CCSI), a privately held company located in Dallas, Texas.

You are receiving this notification because your claim will be included in the pilot program.

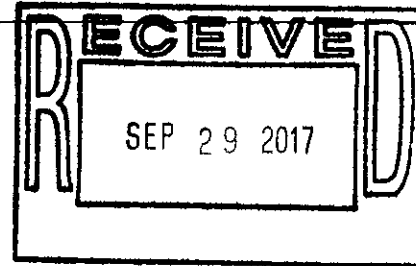
In accordance with 20 CFR § 10.506, allowing the Postal Service to monitor the employee's medical progress and duty status by obtaining periodic medical reports, you and your physician may be contacted by CCSI to aid in returning you to suitable employment.

Please contact the Dallas District Health & Resource Management (HRM) office at (972) 393-6127 if you have any questions.

Gary Vaccarella  
Manager, Injury Compensation and Medical Services

cc: OWCP  
File

LABOR RELATIONS



September 29, 2017

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

Faxed

Dear Brian:

This is in further reference to our August 7 notice concerning prototype testing of the Next Generation Delivery Vehicles (NGDV).

A decision has been made to change one of the Northern Virginia District test sites from Alexandria, Virginia to the Leesburg, Virginia Post Office (25 Catocin Circle SE, Leesburg, VA 2017).

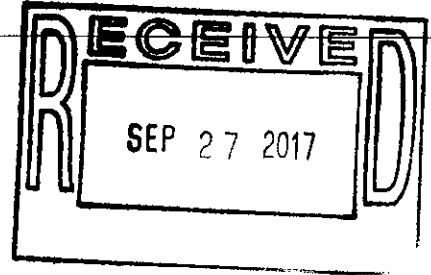
Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

LABOR RELATIONS



September 19, 2017

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

**Certified Mail Tracking Number:**  
70161370000230141590

Dear Brian

This letter is in further reference to the Postal Service notice dated July 26 (enclosed) on the proof of concept regarding the use of sensor technologies in a plant environment.

There has been a delay in the determination of the location for the proof of concept installation and testing. Notice will be provided, as appropriate, when a location and testing date becomes available.

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

Sincerely,

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

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure





July 26, 2017

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

**Certified Mail Tracking Number:**  
7016 1970 0000 3442 6323

Dear Brian:

As a matter of general interest, the Postal Service plans to conduct a proof of concept regarding the use of sensor technologies in a plant environment.

This initiative will consist of utilizing badges and wireless sensor readers to evaluate the effectiveness of the collection of data in an autonomous and passive manner. Additionally, the technology will be assessed to determine capabilities regarding maintenance or safety alerts and mail piece identification and/or location within the facility.

Plans for the location of the proof of concept installation and testing are still being finalized and will be provided at a later date.

Enclosed is a PowerPoint that further explains the initiative.

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

Sincerely,

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

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure