



RECEIVED  
SEP 22 2023

September 18, 2023

Mr. Ivan D. Butts  
President  
National Association of Postal Supervisors  
1727 King St., STE 400  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:**  
7020 3160 0002 0327 8522

Dear Ivan:

This is in further reference to the Postal Service's correspondence dated June 16, 2022 (enclosed), regarding self-service package drop off stations in retail offices. The Postal Service plans to expand the service to 22 additional locations.

As previously explained, the Rapid Dropoff Stations (RDSs) combine Label Broker label printing and pre-paid package drop off. This initiative allows customers to scan their packages as accepted before dropping them off at the chute or bin in the retail lobby without having to go to the retail counter. An RDS desk is set up in the retail lobby with a computer screen for customers to either scan the Quick Response (QR) code from their cellular phone and print the Label Broker label or scan the pre-printed pre-paid label barcode. After scanning, the customer will receive an acceptance receipt and the package can be placed in the drop off chute or bin in the lobby.

Installation of the necessary equipment will start in mid-September and are anticipated to be ready for use by October. Enclosed on compact disc are the following:

- Rapid Dropoff Station Welcome Letter
- Rapid Dropoff Station Field Training Guide
- List of expansion sites by Area, District and Facility Name, Address, State and Zip Code

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon Richardson".

Shannon Richardson  
Director  
Contract Administration (APWU)

Enclosures

(CA2022-118)



June 16, 2022

Mr. Ivan D. Butts  
President  
National Association of Postal Supervisors  
1727 King St., STE 400  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:**  
7020 3160 0002 0327 0823

Dear Ivan:

As a matter of general interest, the Postal Service is piloting a new self-service package drop off station in retail offices, called a Rapid Dropoff Station (RDS). The RDS will combine the Label Broker label printing and the pre-paid package drop off.

This initiative is intended to allow customers to use a new screen mirroring technology to scan their packages as accepted before dropping them off at the chute or bin in the retail lobby. The retail lobby will have a RDS desk where a computer screen will be set up for the customer to either scan the Quick Response (QR) code from their cellular phone and print the Label Broker label or scan their pre-printed pre-paid label barcode. After scanning, the customer will receive an acceptance receipt and the package can be placed in the drop off chute or bin in the lobby.

Enclosed is a copy of the following:

- Rapid Dropoff Station Pilot Stand Up Talk
- Rapid Dropoff Station Frequently Asked Questions
- Standard Work Instructions - Reset RDS Kiosk
- Standard Work Instructions - Restock RDS Label Printer
- Standard Work Instructions - Restock RDS Receipt Printer.

The RDS will be tested in the Lorton, Virginia Post Office and is anticipated to be available in July.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Shannon Richardson".

Shannon Richardson  
Director  
Contract Administration (APWU)

Enclosures

(CA2022-118)

POSTMASTERS AND STATION OR BRANCH MANAGERS

## USPS® Rapid Dropoff Station™

Get Ready! A new **Rapid Dropoff Station (RDS)** is on its way to your Post Office™. We are excited about this new offering that allows customers to quickly print labels, drop off pre-paid packages, and to receive an acceptance scan for their shipments. Our goal is to provide our customers with the opportunity to skip the line at the retail window and use self-service to complete their transactions as efficiently as possible.



### Scan Code Or Label

Get started by scanning a Label Broker® QR code or pre-paid label barcode



### Print & Package

Print your label and affix to package or print your drop off confirmation receipt



### Drop Off Package

Drop off your package in a free standing or in-wall parcel drop

## What are the Benefits?

Package drop-off kiosks benefit USPS by directing non-revenue transactions to self-service checkout to reduce customer wait time in line at the Post Office. In turn, this reduces the burden on clerks during busy periods. It also caters to customers' desire for self service options, increasing customer satisfaction.



The USPS® Rapid Dropoff Station™ is an opportunity to improve the overall package experience for you by offering new self-service options to our customers and reducing the overall number of customers in line at the retail window. As we work towards achieving our Delivering for America goals by introducing new and innovative retail technology options for our customers, this will help us cement our Post Office locations as go-to destinations for our communities.

Comprehensive instructions and training materials for you and your employees are included in your Rapid Dropoff Station Welcome Kit. This kit includes a variety of resources to help your staff promote Rapid Dropoff Stations to our customers.

Your team serves as the front line of the great experiences our customers have with the Postal Service. Your support and enthusiasm makes a huge difference in the successful adoption of new technologies designed for better retail experiences. We are so grateful to have you on board!

Thank you for your continued support of this exciting new initiative.



**Gary Reblin**  
VP, Innovative Business Technology  
USPS



**Elvin Mercado**  
VP, Retail and Post Office Operations  
USPS



# USPS® Rapid Dropoff Station™: Field Training Guide

**The Purpose of this Document:** This document is intended to educate the USPS employees on the Rapid Dropoff Station.

---

## Table of Contents

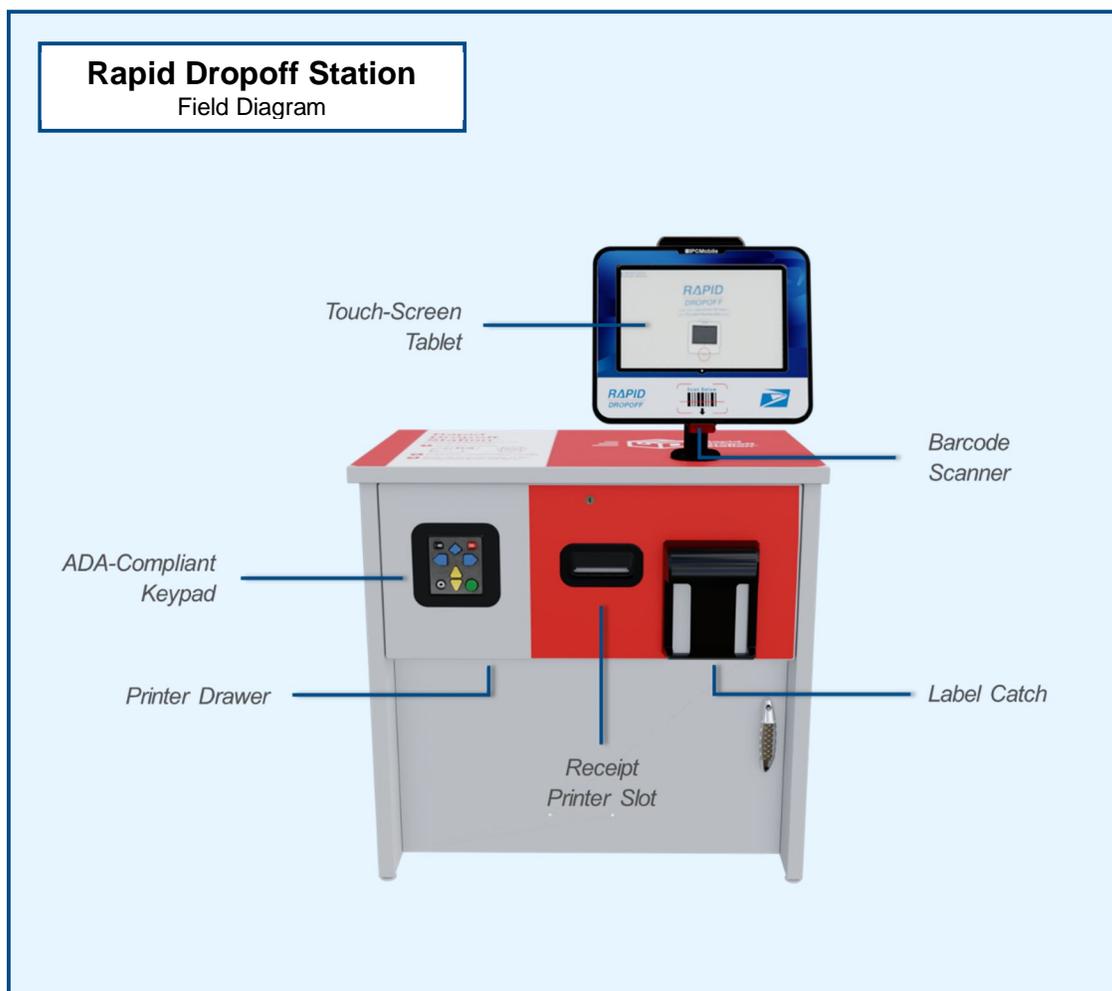
<b>1. Overview.....</b>	<b>3</b>
<b>2. Getting Started.....</b>	<b>4</b>
<b>3. Frequently Asked Questions (FAQ).....</b>	<b>5</b>
<b>4. Maintenance Guide.....</b>	<b>7</b>
4.1. Troubleshooting Tips .....	7
4.2. Helpdesk Support (DRAFT, TBD).....	8
4.3. Restocking the RDS.....	8
<b>5. Standard Working Instructions (SWI).....</b>	<b>10</b>
<b>SWI 1: Restocking RDS Label Paper .....</b>	<b>10</b>
<b>SWI 2: Restocking RDS Receipt Paper.....</b>	<b>12</b>
<b>SWI 3: Removing the RDS Tablet from the Casing .....</b>	<b>14</b>
<b>SWI 4: Locking Down the RDS for Customer Use.....</b>	<b>Error! Bookmark not defined.</b>

## 1. Overview

Welcome to the Rapid Dropoff Station (RDS) Field Training Guide. This guide is a comprehensive look at RDS specifics and should be your first stop for all information related to the RDS system. This new device allows customers to quickly print labels, drop off pre-paid packages, and receive prepaid mail acceptance scans for their shipments. Our goal is to provide our customers with the opportunity to skip the line at the retail window and use self-service to complete their transactions as efficiently as possible.

This guide consists of three types of information and resources to help support you: Frequently Asked Questions (FAQs), Maintenance of the RDS, and Standard Working Instructions (SWIs). The maintenance section below will enable employees to troubleshoot potential difficulties with the RDS in addition to providing insight into alternative contacts for further support. Additionally, the FAQ section identifies valuable answers to questions employees may encounter in their initial transactions with the RDS. This information will equip you to best support customers as they become more familiar with the RDS system.

Please use this guide as an initial “go-to” for an array of knowledge on all things RDS and follow the table of contents for easy access to specific information.



## 2. Getting Started

Congratulations on receiving your Rapid Dropoff Station! Once the RDS has been fully installed by the local maintenance team, please use the instructions in this section to complete device setup and perform a test to ensure the unit is functioning properly.

1. Load the label printer with label paper  
(see SWI 1: *Restocking RDS Label Paper*, Page 10)

---

2. Load the receipt printer with receipt paper  
(see SWI 2: *Restocking RDS Receipt Paper*, Page 12)

---

3. Complete your first RDS Transaction using the test label below

---

1. At the RDS, scan the QR code with the OMNI barcode scanner.
2. Confirm on-screen prompts.
3. Shipping label should print and drop successfully in the Label Catch.
4. Confirm on-screen prompts again.
5. Select [Yes] to receive a receipt.
6. Receipt should print out from the Receipt Printer slot.



---

### 3. Frequently Asked Questions (FAQ)

This FAQ section answers all things RDS and aims to support USPS employee's knowledge of the device.

**1. What can the RDS kiosk be used for?**

- a. The RDS supports Label Broker and Prepaid Mail Acceptance transactions.

**2. How can a customer use the RDS for a Label Broker transaction?**

- a. A customer can print Label Broker® labels and receive prepaid mail acceptance scans and a receipt for their packages before dropping them off in a parcel drum or in-wall drop.

**3. How can a customer use the RDS for a Prepaid Mail Acceptance transaction?**

- a. A customer can receive an acceptance scan and a receipt for their packages before dropping them off in a parcel drum or in-wall drop.

**4. Can more than one person use the RDS at a time?**

- a. No, only one customer can use the RDS at a time.

**5. Can a customer complete more than one Label Broker or Prepaid Acceptance Mail transaction in a single session?**

- a. Yes, a customer can complete as many label prints and prepaid mail label acceptance scans as needed in one session by selecting the [Scan Another] option.

**6. Can a customer purchase postage with the RDS?**

- a. No, the RDS is not equipped to handle payment transactions.

**7. Can a customer use the RDS to ship prohibited or restricted items?**

- a. No, existing instructions for shipping restricted or prohibited items still apply when customers use the RDS. If a user attempts to do so, the RDS will direct them to visit the retail window for further instructions.

**8. What should I do if a customer prints a label, and it does not fit on their package?**

- a. Instruct the customer to repackage their mail in a larger envelope or box before attaching the label to their package.

**9. What should I do if the barcode scanner does not work, and a customer cannot receive an acceptance scan for their labels?**

- a. Follow the existing Retail Systems Software (RSS) Prepaid Mail Acceptance workflow to provide the customer with an acceptance scan at the retail window.

b. Refer to the Maintenance Guide section of this document to troubleshoot issue with the RDS kiosk.

**10. What is the difference between the RDS and the Self-Service Kiosk (SSK)?**

a. The RDS is a quick, one-stop-shop kiosk for customers looking to drop off prepaid and Label Broker packages. The SSK has additional functionalities, including processing payment transactions.

**11. How can a customer track their package after they've dropped it off?**

a. They can visit USPS.com and track their package with the tracking number found on their printed or emailed receipt.

**12. How long will it take a customer to use the RDS to complete a drop off?**

a. The length of transactions can differ based on how many packages a customer is dropping off within a single transaction. It takes approximately 1-2 minutes to process each package.

## 4. Maintenance Guide

The Maintenance Guide provides information for USPS employees to refer to when the Rapid Dropoff Station (RDS) isn't operating correctly. Please try to reference the Troubleshooting Tips section below before calling the Helpdesk. For detailed instructions on how to complete RDS-related tasks, see Section 5, Standard Work Instructions (SWI).

### 4.1. Troubleshooting Tips

Problem	Possible Cause	What To Do
RDS screen is black	The RDS has become unplugged.	Ensure that the power cable coming out of the back of the RDS desk is properly plugged into the wall outlet.
	A new software update was released that required a restart of the device and prompted it to power off.	This may require a "hard restart" of the device, meaning you will have to click the physical on/off button on the tablet. To remove the tablet from its protective casing, follow the instructions in <b>SWI 3</b> .
Labels are not printing	The label printer is out of paper.	See <b>SWI 1</b> for instructions on how to reload receipt paper. If you need to order more paper, reference <b>Section 4.3</b> . Make sure to turn the printer off and then on again before continuing to use the RDS.
	The label printer is jammed.	Open the printer drawer, open the lid of the label printer, and ensure the paper is correctly situated. Reference <b>SWI 1</b> if you are unsure. Make sure to turn the printer off and then on again before continuing to use the RDS.
	The label printer is off or unplugged.	Click the on/off button on the printer. If nothing happens, ensure the printer's power cord is securely plugged in and try again.
Labels are printing incorrectly	The label printer is likely not closed correctly.	Open and reclose the lid to the label printer, pressing down <b>firmly</b> on <b>both</b> front corners.
Receipts are not printing	The receipt printer is out of paper.	See <b>SWI 2</b> for instructions on how to reload receipt paper. If you need to order more paper, reference <b>Section 4.3</b> .
	The receipt printer is jammed.	Open the printer drawer, open the lid of the receipt printer, and ensure the paper is correctly situated and coming through the

		receipt printer slot in the front of the drawer. Reference <b>SWI 2</b> if you are unsure.
	The receipt printer is off or unplugged.	Click the on/off button on the printer. If nothing happens, ensure the printer's power cord is securely plugged in and try again.
RDS is displaying tablet home screen instead of the application	Application has crashed.	If the application has crashed, you will be looking at the tablet home screen instead of the usual RDS application view. Open the RDS application by tapping on it.
A customer reports that they cannot find their tracking number on USPS.com	This is likely caused by 1 of 3 reasons: <ol style="list-style-type: none"> <li>1. Customer error (<i>most likely</i>)</li> <li>2. Network outage</li> <li>3. Software bug (<i>very rare</i>).</li> </ol>	<ol style="list-style-type: none"> <li>1. Did the customer forget to drop off their package after processing it at the RDS? Did they remember to email or print a receipt with a tracking number? Prepaid mail acceptance scans occur only after a package has been placed in the appropriate bin and processed.</li> <li>2. Work with your local IT team to address the issue.</li> <li>3. If you believe you've discovered a software bug, please contact <a href="mailto:RapidDropOff@usps.gov">RapidDropOff@usps.gov</a> to report it.</li> </ol>
Customer reports that the machine is not scanning their label	Customer may be attempting to scan an ineligible label type.	Ensure that the customer is only attempting to scan prepaid mail acceptance barcodes or Label broker QR codes. Check that the customer is scanning the correct portion of the label.
An unknown error is occurring	N/A	Please contact <a href="mailto:RapidDropOff@usps.gov">RapidDropOff@usps.gov</a> to report whatever behavior the RDS is exhibiting so that the RDS Program Management team can address the issue.

#### 4.2. Helpdesk Support

If you are experiencing an issue with the RDS that is not covered in the table above, you wish to provide general feedback, or have questions, please contact [RapidDropOff@usps.gov](mailto:RapidDropOff@usps.gov).

#### 4.3. Restocking the RDS

The RDS requires receipt and label paper to function. Your RDS unit was shipped with an initial supply of both, but when you begin to run low, **please order more using the eBuy system.**

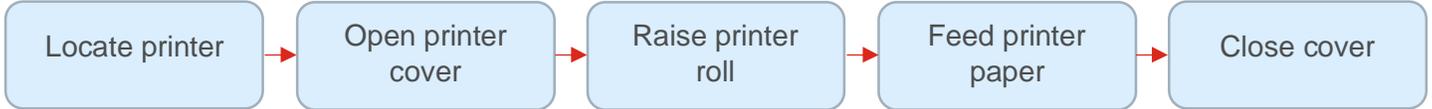
## RDS™ Field Training Guide

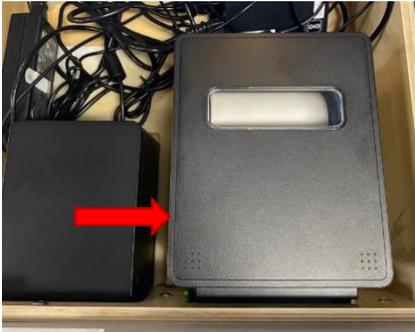
---

1. Go to the eBuy homepage  
([https://blue.usps.gov/supplymanagement/eBuyPlus\\_homepage.htm](https://blue.usps.gov/supplymanagement/eBuyPlus_homepage.htm))
2. Search the catalog using the PSN (no dashes) or PSIN numbers below:
  - **Label Printer Paper**
    - PSIN: **7690-19-000-2673**
  - **Receipt Printer Paper**
    - PSIN: **7690-19-000-2674**
      - O7522RDSRP - RAPID DROPOFF STATION RECEIPT PAPER
    - *Each carton contains 50 rolls*

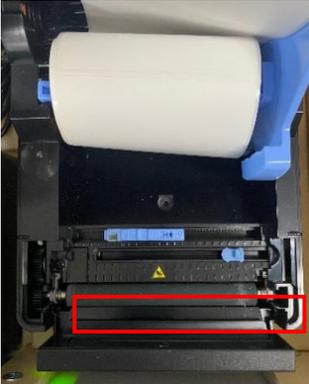
## 5. Standard Working Instructions (SWI)

### SWI 1: Restocking RDS Label Paper

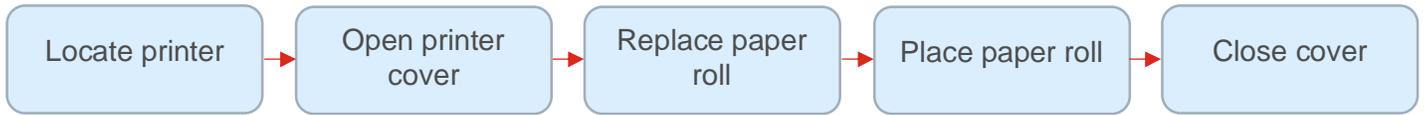


	Important Steps	Key Points
	<p>1. Open RDS table drawer and locate label printer.</p>	<p>The label printer is the larger printer with a clear cut-out on top.</p>
	<p>2. Open the printer cover by pressing down the grey buttons on either side of the cover and lifting.</p>	
	<p>3. Once cover is open, find blue handle on the right side of the printer and pull up to raise paper roll holder out of the printer base.</p> <p>Fix label paper roll or replace empty roll as needed</p> <p>Place new label paper roll on roll holder so that end of</p>	<p>Press down on <b>both front corners</b> [near braille] to properly lock printers' top cover.</p>

## RDS™ Field Training Guide

	<p>the roll curves downwards (as seen to the left).</p> <p>Push blue handle down to lock paper roll in place.</p>	
	<p>4. Feed printing paper through the slit until it appears on the side.</p>	
	<p>5. Make sure the paper is held under the little blue handle and that some paper feeds out at other side of slit.</p> <p>Close the cover.</p>	<p>Make sure to press down on BOTH sides of the printer cover when closing the lid.</p>
	<p>6. Turn the printer off (on/off located on the back side of the printer) wait 10 seconds and then turn it back on.</p>	<p>If the printer is not turned off and then back on the RDS will not correctly register that the paper has been replaced.</p>

**SWI 2: Restocking RDS Receipt Paper**



	Important Steps	Key Points
	<p>7. Open RDS table drawer and locate receipt printer.</p>	<p>The receipt printer is the smaller printer with 'citizen' branding.</p>
	<p>8. Press grey lip down to open/lift printer top.</p>	
	<p>9. Fix receipt paper roll or replace empty roll as needed.</p> <p>Place new receipt paper roll on roll holder so that end of the roll curves downwards (as seen to the left) paper roll should be placed back into printer base in the same orientation it was removed.</p>	

## RDS™ Field Training Guide

---

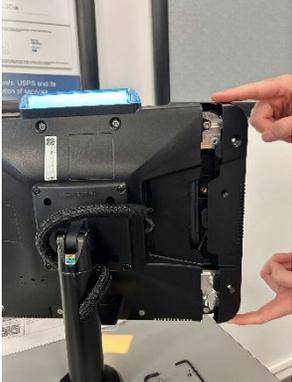
	<p>10. Lay receipt paper down and let it hang over the edge of the printer.</p>	
	<p>11. Close printer cover.</p>	
	<p>12. Turn the receipt printer off, wait 10 seconds, and then turn the printer back on.</p>	<p>On/Off button located on the front of the receipt printer.</p>

### SWI 3: Removing the RDS Tablet from the Casing

Follow the steps below to remove the RDS tablet from its protective casing if it needs to be serviced or restarted.

	Important Steps	Key Points
	<p>Locate the two five-pointed Allen wrenches provided with your RDS.</p>	<p>Only the provided Allen wrenches will not work to remove the safety screws.</p>
	<p>Use the shorter Allen wrench to remove the top and middle security screws.</p>	<p>Screws located on the back of the RDS casing.</p>
	<p>Use the longer Allen wrench to remove the bottom security screw.</p>	<p>Screws located on the back of the RDS casing.</p>

## RDS™ Field Training Guide

	<p>Once all three of the security screws are removed, pull the plastic end-cap away from the rest of the case.</p>	
	<p>To remove the tablet (for maintenance or to perform a "Hard restart" by pressing the on/off button), gently slide the tablet out of the casing.</p>	<p>Be careful to prevent the RDS screen from scaping against the inside of the casing as you remove it.</p>
	<p>To re-lock to RDS in its casing, place the tablet back inside, replace the end-cap, and screw back in all the security screws using the appropriate Allen wrenches.</p>	

Area	District	Facility Name	Address	City
ATLANTIC (B)	VIRGINIA	PARKFAIRFAX	3682 KING ST	ALEXANDRIA
ATLANTIC (B)	VIRGINIA	PRESTON KING	5877 WASHINGTON BLVD	ARLINGTON
ATLANTIC (B)	NEW YORK 2	ASTORIA	3011 21ST ST STE A	ASTORIA
ATLANTIC (B)	NEW YORK 2	REGO PARK	9224 QUEENS BLVD	REGO PARK
ATLANTIC (B)	NEW YORK 2	LONG ISLAND CITY	4602 21ST ST	LONG ISLAND CITY
WESTPAC (E)	CALIFORNIA 4	TROPICO	120 E CHEVY CHASE DR	GLENDALE
CENTRAL	INDIANA	IND-MAPLETON STATION		INDIANAPOLIS
CENTRAL	INDIANA	IND-GARFIELD STATION		INDIANAPOLIS
WESTPAC (E)	CALIFORNIA 4	FEDERAL ANAHEIM	333 W BROADWAY	ANAHEIM
ATLANTIC (B)	NEW YORK 3	YONKERS EAST	915 YONKERS AVE	YONKERS
WESTPAC (E)	CALIFORNIA 3	VICTORY CENTER	6535 LANKERSHIM BLVD	NORTH HOLLYWOOD
WESTPAC (E)	CALIFORNIA 1	SUNSET STATION	1314 22ND AVE	SAN FRANCISCO
WESTPAC (E)	CALIFORNIA 3	VALLEY VILLAGE	12450 MAGNOLIA BLVD	VALLEY VILLAGE
SOUTHERN (G)	FLORIDA 3	BLUE LAGOON	6200 NW 7TH ST	MIAMI
SOUTHERN (G)	FLORIDA 3	BRIGHT	3200 E 2ND AVE	HIALEAH
WESTPAC (E)	CALIFORNIA 6	ENCANTO	5505 STEVENS WAY	SAN DIEGO
CENTRAL (J)	MN-ND	LAKE STREET	10 W LAKE ST STE 101	MINNEAPOLIS
WESTPAC (E)	CALIFORNIA 2	NORTH OAKLAND	4900 SHATTUCK AVE	OAKLAND
WESTPAC (E)	CALIFORNIA 6	ANDREW JACKSON	6401 EL CAJON BLVD	SAN DIEGO
WESTPAC (E)	AZ-NM	TEMPE APACHE STATION	1962 E APACHE BLVD	TEMPE
SOUTHERN (G)	TEXAS 2	BELLAIRE	5350 BELLAIRE BLVD	BELLAIRE
ATLANTIC (B)	NEW YORK 3	BUFFALO	1200 WILLIAM ST	BUFFALO

State	Zip Code
VA	223029998
VA	222059998
NY	111029996
NY	113749997
NY	111019998
CA	912053141
IN	46208
IN	46203
CA	928159000
NY	107043046
CA	916069998
CA	941229991
CA	916079998
FL	331269998
FL	330139998
CA	921149998
MN	554085427
CA	946092031
CA	921159998
AZ	852819998
TX	774019998
NY	142409998