UNITED STATES POSTAL SERVICE

Shipping Products & Services Update

MTAC October 2018

October 3, 2018

Gary C. Reblin

Karen F. Key

- USPS Return Solutions
- Package Pickup
- Redelivery Redesign
- Volume Arrival Profile (VAP)
- Cold Chain Packaging Solution
- QR Code on Expedited Packaging Supplies

USPS Return Solutions

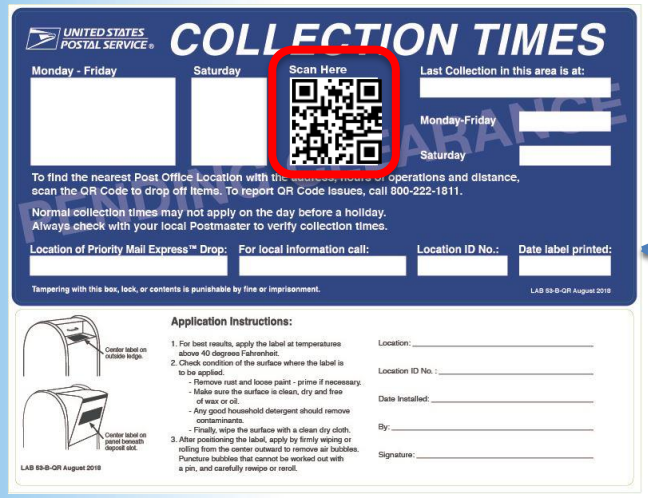
- Return to Store
  - Negotiated Service Agreement (NSA) Flat Rate Up to 10 lbs.
  - Label Design Same as USPS Returns
  - Tool for List of ZIP Codes by Plant for Local/Turn Around Shipments
- QR Code on Return Shipping Label for Package Pickup
  - Merchant Returns Label Tool
  - Label Application Programming Interface (API)
  - Click-N-Ship Business Pro
- QR Code on Collection Boxes (131,695) for PO Locator
  - 1,721 Priority Mail Express
  - 129,974 Blue Boxes
- Improve Onboarding for Parcel Return Service (PRS)
  - Automate PS Form 3801, Standing Delivery Order
  - Automate Authorization Letter

USPS Return to Store

Purpose: Ensure that customers have options for entering packages into Postal Network

Goal: Provide customers with Post Office location, hours of operation to drop off items and walking or driving direction/distance

Benefit: Improve customer convenience


UNITED STATES POSTAL SERVICE

COLLECTION TIMES

Monday - Friday | Saturday | Scan Here | Last Collection in this area is at:

Monday-Friday

Saturday

To find the nearest Post Office Location with the [illegible] operations and distance, scan the QR Code to drop off items. To report QR Code issues, call 800-222-1811.

Normal collection times may not apply on the day before a holiday. Always check with your local Postmaster to verify collection times.

Location of Priority Mail Express™ Drop: | For local information call: | Location ID No.: | Date label printed:

Tampering with this box, lock, or contents is punishable by fine or imprisonment.

LAB 53-B-QR August 2018

Application Instructions:

1. For best results, apply the label at temperatures above 40 degrees Fahrenheit.
2. Check condition of the surface where the label is to be applied.
   - Remove rust and loose paint - prime if necessary.
   - Make sure the surface is clean, dry and free of wax or oil.
   - Any good household detergent should remove contaminants.
   - Finally, wipe the surface with a clean dry cloth.
3. After positioning the label, apply by firmly wiping or rolling from the center outward to remove air bubbles. Puncture bubbles that cannot be worked out with a pin, and carefully rewipe or reroll.

Location:

Location ID No. :

Date Installed:

By:

Signature:

Center label on outside ledge.

Center label on panel beneath deposit slot.

LAB 53-B-QR August 2018

LAB 53-B-QR

Hours of Operation

Distance (1.2 miles)

Address

Package Pickup

- Updating Publication 399, Pickup Services Field Guide
  - City Carriers will be required to scan all available packages
  - Rural Carriers process is unchanged
- Create ability for PS Form 5543, No Fee Pickup Service Agreement request to be entered into the Package Pickup application.
  - This will allow the system to alert Postmasters, Station Managers and District Managers Transportation when pickup is scheduled for large volume mailers based on PS Form 5543 agreement
  - Scanning pickup scan will be allowed for PVS and HCR drivers
- Generate a push report informing them of missed Package Pickup request:
  - Business Service Network
  - Postmasters/Station Managers
  - Sales Representative
  - District Managers Transportation

Redelivery Redesign

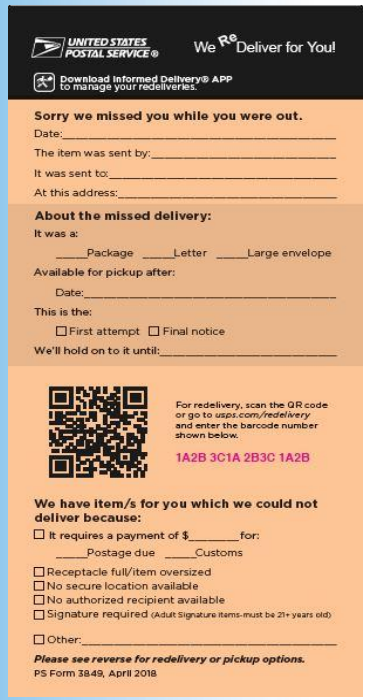
Purpose: Streamline the Redelivery experience across all channels USPS.com, Simplified Mobile App, Product Tracking & Reporting (PTR)

Goal: Update Redelivery requirements across all channels to accommodate new functionality and create a mobile optimized Redelivery experience

Benefits:

- Enable package redirection for consumer convenience and safely
- Incorporate Customer Pickup Locations (CPUL) Single Source
- Auto close MyPO Redelivery request
- Implement Scan Event 73 “Available for Pickup or Redelivery”
- Implement Scan Event 59 “Out for Redelivery”

Left Notice Forms



UNITED STATES POSTAL SERVICE® We Re 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:

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, April 2018

Redelivery Channels

- USPS.com
- IVR
- QR Code
- Call Center

Redelivery Preferred Options

Home Delivery

Mail Box

GoPost Parcel Lockers

Keyless Parcel

Future Redelivery Options:

- Redelivery option to Parcel Lockers:
  - GoPost
  - Keyless Parcel Lockers
- Parcel Locker details available on USPS.com:
  - Location
  - Hours of Operation
  - Parcel locker availability for Redelivery
- Receive redelivery confirmation via SMS or email notification
- Update Redelivery Application Programming Interface (API)
- Mobile Order Ahead
  - Allow customers to schedule appointments one hour in advance at their local Post Office for certain transactions
  - Customer's will bypass the line when they arrive

Volume Arrival Profile (VAP)

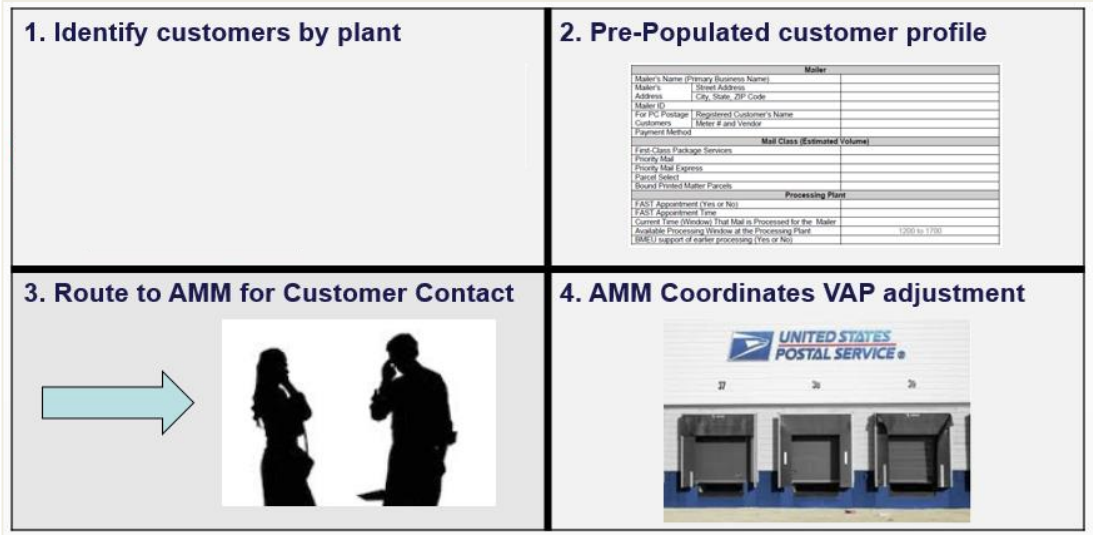
Not enough available mail between the hours of 3 and 7 p.m. to ensure that mail is processed by Clearance Time.

Focus on large volume customers to improve:

- mail availability
- arrival time
- processing window
- service performance
- productivity

Tools Used

- Volume by Processing Hours Packages Tool



Goal: Shift pickup and drop-off for identified customers from 1 to 2 hours earlier and provide separations

Cold Chain Packaging Solution

- Expedited Packaging Supplies have worked with suppliers to produce two different cold chain container prototypes
- USPS Sales working:
  - to identify opportunities in pharmaceutical and other cold chain markets
  - with potential customers on the operations and logistics
  - on overall solution needed to meet special demands
  - on test plan for customers

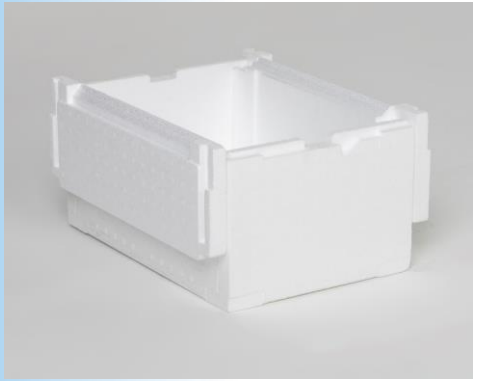
Two prototype containers are available

1. Two **Pre-assembled Coolers**
   - Plant based, 100% recyclable
     - 9-1/4 x 8-1/4 x 5-1/2 (Small)
     - 11-1/16 x 8-11/16 x 9-1 (Large)

2. **Fold Flat Cooler**
   - Expanded Polystyrene, reusable, 100% recyclable
     - 16 x 13 x 8 (approximately external)
     - Multiple thickness for longer temperature control properties

- **Pre-assembled coolers**

Fold flat coolers



Expedited Packaging Supplies (EPS) with Quick Response (QR) Codes

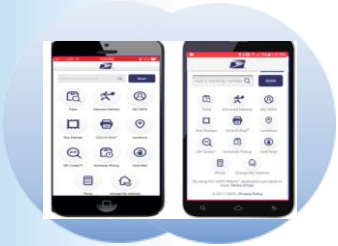
Expedited Packaging Supplies (EPS) with Quick Response (QR) Codes

Current Process:

- Users may access Schedule a Pickup online at USPS.com, or access the USPS Mobile feature via the native Android or iOS mobile apps or use their smartphone to access the m.usps.com mobile website.

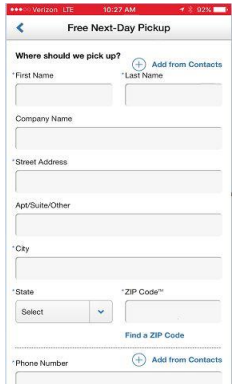
Future Process:

- The QR Code directs customers to the Mobile Schedule Pickup website where they may schedule a next-day pickup.



Scan QR Code

Directs To Mobile Schedule Pickup Website



Benefits:

- It's easy and convenient
- Streamlines the process for Package Pickup requests
- Improve customer satisfaction

List of Expedited Packaging Service (EPS) with QR Code

EPS #	Expedited Packages Descriptions	EPS #	Expedited Packages Descriptions
1	Priority Mail Express Legal Flat Rate Envelope	16	Priority Mail Box -4
2	Priority Mail Express (Weight & Zone) Box -1	17	Priority Mail MIL-PAC Envelope
3	Priority Mail Express Box -1	18	Priority Mail Shoe Box
4	Priority Mail Express Box -2	19	Priority Mail Tyvek Envelope
5	Priority Mail Express Flat Rate Envelope	20	Priority Mail Large Flat Rate Board Game Box
6	Priority Mail Express Padded Flat Rate Envelope	21	**Priority Mail Large Flat Rate Box ***
7	Priority Mail APO/FPO/DPO Flat Rate Box	22	Priority Mail Legal Flat Rate Envelope
8	Priority Mail Flat Rate Envelope	23	**Priority Mail Medium Flat Rate Box 2 ***
9	Priority Mail Gift Card Flat Rate Envelope	24	Priority Mail Regional Rate Box - A1
10	Priority Mail Medium Flat Rate Box 1 *	25	Priority Mail Regional Rate Box - A2
11	Priority Mail Padded Flat Rate Envelope	26	Priority Mail Regional Rate Box - B1
12	Priority Mail Window Flat Rate Envelope	27	**Priority Mail Small Flat Rate Box ***
13	Dual-use Priority Mail (Flat Rate) Box -1	28	Priority Mail Small Flat Rate Envelope
14	Dual-use Priority Mail (Flat Rate) Box -2	29	Priority Mail Box - 1096L
15	Priority Mail Box - 7	30	Priority Mail Box - 1097

***Note**: QR Code on these packages are currently available*