

# MTAC

# Shipping Products and Services

# Briefing

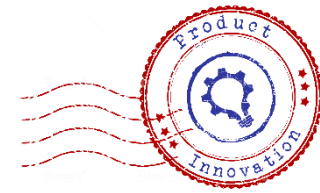
**March 25, 2020**

Gary C. Reblin  
Vice President  
Product Innovation

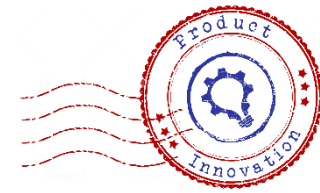
Karen F. Key  
Director  
Shipping Products and Services

# Discussion Items

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- Electronic Signature Online™ / Performance - Phase 1
- Elimination of Return Receipt for Merchandise
- Expedited Packaging Supplies
  - Cold Chain Packaging
  - Cremated Remains Animal Box
  - PS Form 3650, Request for Business Reply Mail for Expedited Packaging Supplies
  - New Criteria for Expedited Packaging Supplies
  - Expedited Packaging Application
- COVID-19

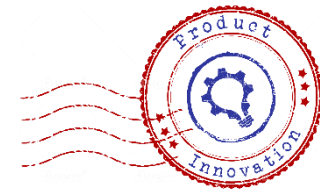


# Electronic Signature Online™ (eSOL)

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Performance Report  
October 7 – March 20, 2020

# eSOL Enrollment by Area

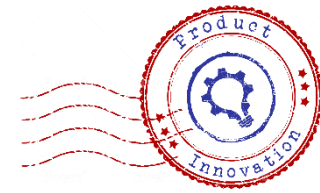


Area	Weekly eSOL Total (Week of 3/14/20 – 3/20/20)	Total Enrollment To Date (10/7/19 – 3/20/20)
Capital Metro	2,471	72,752
Eastern	2,473	79,071
Great Lakes	1,580	54,223
Northeast	3,731	88,767
Pacific	3,181	78,763
Southern	3,566	114,397
Western	3,518	101,576
<b>Total</b>	<b>20,520</b>	<b>589,549</b>

Source: Enterprise Database (EDW)

# # eSOL Applied and Delivered

## (10/14/19-3/20/20)

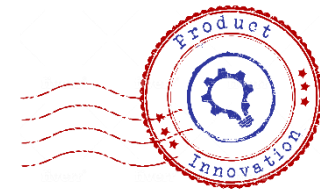


Product	Total # of Eligible eSOL Items	# of eSOL Applied & Delivered	% eSOL Applied & Delivered	# of Eligible eSOL Not Applied	% of Eligible eSOL Not Applied
Priority Mail Express	218,173	58,536	26.83%	159,637	73.17%
Signature Confirmation	89,597	77,556	86.56%	12,041	13.44%
Insurance Over \$500	10,559	4,976	47.13%	5,583	52.87%
<b>Total</b>	<b>318,329</b>	<b>141,068</b>	<b>44.32%</b>	<b>177,261</b>	<b>55.68%</b>

Source: PTR

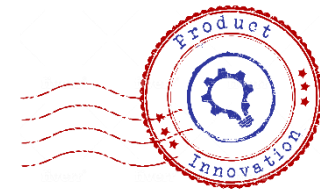
# # Merchant Override Items

(10/7/19-3/20/20)



Product	Total # of Merchant Override Items	# of Merchant Override Delivered on First Attempt	% of Merchant Override Delivered on First Attempt	# of Merchant Override Resulting in Failed First Attempts (FFA)	% of Merchant Override Resulting in FFA
Priority Mail Express	16,190	15,500	95.74%	690	4.26%
Signature Confirmation	50,117	48,662	97.10%	1,455	2.90%
Insurance Over \$500	112,333	107,357	95.57%	4,976	4.43%
<b>Total</b>	<b>178,640</b>	<b>171,519</b>	<b>96.01%</b>	<b>7,121</b>	<b>3.99%</b>

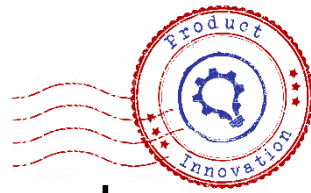
Source: PTR



# Elimination of Return Receipt for Merchandise

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# PS Form 3804, Return Receipt for Merchandise



Is a form of Return Receipt service that provides the sender with a mailing receipt and a return receipt (PS Form 3811).

After delivery, the return receipt is mailed back to the sender and also supplies the recipient's actual delivery address if it is different from the address used by the sender.

A delivery record is maintained by the USPS, but no record is kept at the office of mailing. Restricted delivery is not available and must be requested at the time of mailing.

- Fee: \$4.30

8099 992 2345 6789 1237

**RETURN RECEIPT FOR MERCHANDISE**

8099 992 2345 6789 1237

**WAIVER OF SIGNATURE**  
I wish delivery to be made without obtaining signature of the addressee or the addressee's agent. I authorize the delivery employee to sign that the shipment was delivered and understand that the signature of the delivery employee may be treated as proof of delivery.

**CUSTOMER SIGNATURE**

8099 992 2345 6789 1237

**U.S. Postal Service®**  
**RETURN RECEIPT FOR MERCHANDISE**  
(Domestic Mail Only; No Insurance Coverage Provided)

**OFFICIAL USE**

Postage	\$	Postmark Here
Return Receipt for Merchandise Fee (Endorsement Required)		
Special Handling Fragile Fee		
<b>Total Postage &amp; Fees</b>	<b>\$</b>	
Waiver of Signature <input type="checkbox"/> YES <input type="checkbox"/> NO		

Sent To

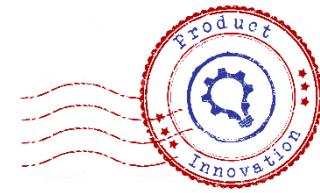
Street, Apt. No., or PO Box No.  
City, State, ZIP+4®

**SAMPLE**

PS Form 3804, January 2016 PSN 7530-02-000-9031 See Reverse for Instructions



# Postal Regulatory Commission (PRC)



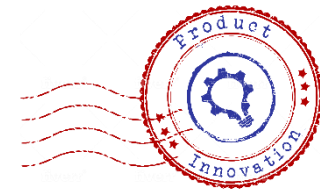
BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

REMOVAL OF RETURN RECEIPT FOR  
MERCHANDISE SERVICE FROM THE MAIL  
CLASSIFICATION SCHEDULE

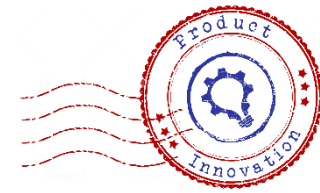
Docket No. MC2015-8

**NOTIFICATION OF THE UNITED STATES POSTAL SERVICE  
OF EFFECTIVE DATE TO REMOVE RETURN RECEIPT FOR MERCHANDISE  
(February 14, 2020)**

On January 16, 2020, the Postal Regulatory Commission approved the United States Postal Service's renewed request to remove Return Receipt for Merchandise (RRM) service from the Mail Classification Schedule (MCS).<sup>1</sup> In its order the Commission directed the Postal Service to file notification of the effective date of the removal of RRM from the MCS.<sup>2</sup> The United States Postal Service hereby notifies the Commission that RRM service will be removed from the MCS effective July 1, 2020.



# Expedited Packaging Supplies

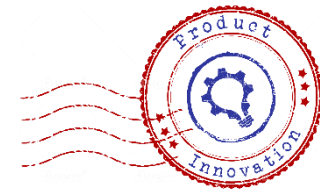


# Cold Chain Packaging Test

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Caribbean District

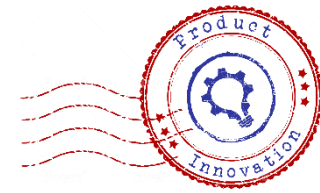
# Cold Chain Packaging Test



- Start Date: March 9, 2020
- Length of Test: Four Months
- Locations: 10 Offices in the Virgin Islands and Puerto Rico
- Service Offering: Priority Mail Express Cold Chain Packaging
  - ✓ 1,000 Priority Mail Express Cold Chain Containers will be provided to each facility
- Estimated Cost to customers for Cold Chain Containers
  - ✓ Priority Mail Express Postage (**\$27.37**) / Fees ?? +
  - ✓ Cost of Cold Chain Container (**\$3.49**) =

**Estimated Total Cost = \$30.86**

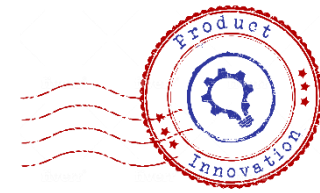
# Cold Chain Packaging



- Expanded Polystyrene Cooler, reusable, 100% recyclable
  - ✓ 11" (L) x 9" (W) x 7½" (H) (outer dimensions)
  - ✓ 8" (L) x 5 7/8" (W) x 4 ¼" (H) (inner dimensions)
  - ✓ 1¼ thickness for longer temperature control properties
- Packaging does not include cooling material (i.e. gel packs)
- Items will stay cold for up to 72 hours at 45 degrees or below



# Sample Retail POP Display

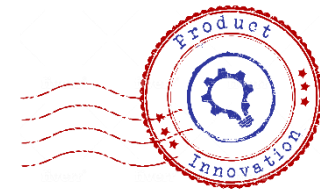


- Retail POP Display
  - dimensions are 73”(H) x 16.25”(W) and 26.5”(L)
  - includes the cost of \$3.49 of packaging
  - will hold 12 fully assembled boxes (Cooler inside)
- Priority Mail Express Box 7
  - Outside dimensions are 12-5/8” (L) x 9-5/8” (W) x 8” (H)
  - refillable Priority Mail Express Boxes
  - gel packs are not included

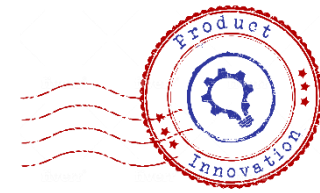
Worked with Retail Planning & Development to determine the best Retail Display solution that will be used for the Cold Chain Packaging Test

# Test Metrics

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1. Revenue from Priority Mail Express Cold Chain Box at **\$3.49** + Postage / Fees
2. Quantity of Cold Chain Packaging Sold
3. Number of Priority Mail Express Cold Chain Boxes that are not accounted for based on:
  - Quantity Shipped
  - Quantity Sold
  - On Hand Volume
4. Priority Mail Express Service Performance



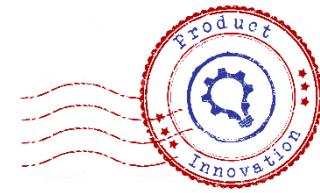
# Cremated Remains Supplies

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Initiatives



# New Cremated Remains Boxes



## Animal



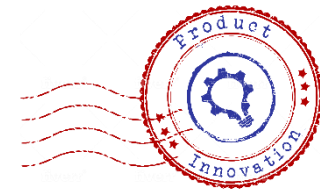
- Inside Dimensions: 9"(L) x 7-1/4"(W) x 5"(H)
- Outside Dimensions: 9-1/2"(L) x 7-3/4"(W) x 6-1/4"(H)

## Human



- Inside Dimensions: 14-1/2"(L) x 10"(W) x 9-1/2"(H)
- Outside Dimensions: 15-1/16"(L) x 10-9/16"(W) x 10-1/2"(H)

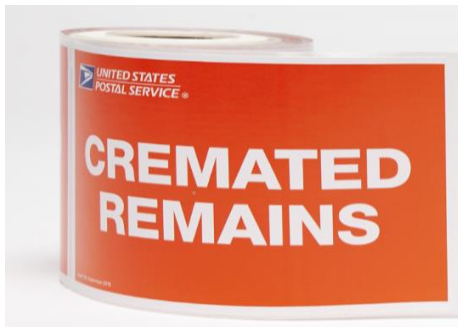
Available as of February 17, 2020



# Cremated Remains Supplies

## Two Versions: Human and Animals

Supplies (Order: 1 to 5)	Contents
Label 139	Cremated Remains Label (Roll of 100)
Kit 1 (2) <b>Dimensions:</b> 25 -1/2" x 31" x 2-5/8	Box and PME Tape
Kit 2 (5) <b>Dimensions:</b> 25 -1/2" x 31" x 2-5/8"	Box, Bubble Cushioning, Self Sealing Plastic Bag, PME Tape, Publication 139, <i>How to Package and Ship Cremated Remains</i>



Label 139

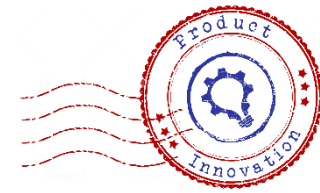


Kit 1



Kit 2

Available on the Postal Store at <https://store.usps.com/store/home>



# **PS Form 3650, Request for Expedited Packaging for Business Reply Mail Use (BRM)**

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# PS Form 3650

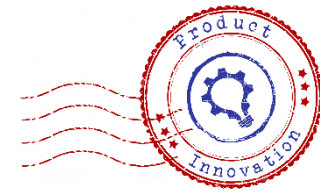


## Created SOP and PS Form 3650, Request for Expedited Packaging for Business Reply Mail Use (BRM)

### Benefits of Form:

- Standardize process for request
- Ease of use for:
  - Accounting
  - Customers
  - Expedited Packaging Supplies
  - Sales
  - Victory Packaging

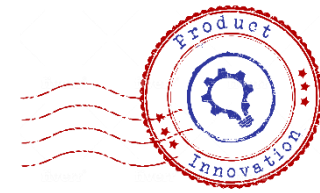
UNITED STATES POSTAL SERVICE®		Request for Expedited Packaging for Business Reply Mail Use	
<p>The use of free USPS® Expedited Packaging supplies as Business Reply Mail® (BRM) inserts for solicitation purposes is unauthorized unless the customer (mail service provider or end client) is willing to cover the cost of the Expedited Packaging. USPS-supplied Expedited Packaging is intended for full postage use, and not as reply envelopes where the high percentage are never mailed or returned. If a customer would like to use the envelopes in this manner, the Postal Service has provided customers the ability to cover the cost of Expedited Packaging by purchasing them from the Postal Service™. The USPS Operations Integration Specialist (OIS), Business Service Network (BSN) representative, or the Field Account Representative (FAR) may complete this form. However, only the OIS is responsible for submitting the final form and revenue report for final processing to: <a href="mailto:expeditedpackaging@usps.gov">expeditedpackaging@usps.gov</a>. Include in the email subject line: BRM Request — [Company Name]</p>			
Date of Request (MM/DD/YYYY)	OIS/BSN/FAR Name	OIS/BSN/FAR Phone Number (include Area Code)	OIS/BSN/FAR Email Address
A. EXPEDITED PACKAGING REQUESTED FOR BUSINESS REPLY MAIL USE (Completed by Customer)			
Expedited Packaging Item Number	Number of Pieces Requested	Price Per Piece	Cost of Packaging
Priority Mail® Flat Rate Envelope EP14B 10" (L) x 6" (W)			
Priority Mail Flat Rate Envelope EP14F 12-1/2" (L) x 9-1/2" (W)			
Other:			
Other:			
Dedicated Mailer ID:		BRM Permit Number:	
<b>TOTAL COST OF EXPEDITED PACKAGING REQUESTED</b>			
B. BILLING COMPANY INFORMATION (Completed by Customer)			
Company Name		Street Address	
City	State	ZIP Code™	
Contact Name	Phone Number (include Area Code)	Email Address	
Job or Reference Number	Company Federal Tax ID Number		
C. DELIVERY/SHIPPING COMPANY INFORMATION (Completed by Customer)			
Shipping Company Name		Delivery Street Address	
City	State	ZIP Code	
Contact Name	Phone Number (include Area Code)	Email Address	
<p><b>IT IS THE RESPONSIBILITY OF THE CUSTOMER TO UNLOAD THE TRUCK UPON ARRIVAL.</b></p> <p>Does the customer have a loading dock that will accept a 53' tractor trailer? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>Are there any height or length restrictions? Explain in the Comments block. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>Does the customer have a fork lift or power jack to get the pallets off the truck? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>Describe loading dock restrictions or delivery conditions in the Comments/Special Instructions block. (Example: <i>Need to provide a truck with a lift gate. Need to provide a pallet jack.</i>)</p>			Comments/Special Instructions:
<p><small>Understand that Priority Mail Express and Priority Mail packaging are the property of the United States Postal Service and are provided solely for use in sending Priority Mail Express and Priority Mail items. Misuse may be a violation of federal law.</small></p>		Signature	Date
		Title/Contact	
D. THIS SECTION IS FOR VICTORY PACKAGING USE ONLY			
Date Order Received by Victory Packaging (MM/DD/YYYY)	Shipment Tracking Number	Date Business Reply Mail Expedited Packaging Supplies Delivered to Customer (MM/DD/YYYY)	
E. THIS SECTION IS FOR EAGAN ACCOUNTING SERVICES USE ONLY			
<p>Send completed PS Form 3650 to Expedited Packaging Supplies at email address: <a href="mailto:expeditedpackaging@usps.gov">expeditedpackaging@usps.gov</a>.</p> <p>Please create an invoice for the total amount listed under "Total Cost of Expedited Packaging Requested" in Section A.</p> <p><b>REASON:</b> Use of Priority Mail Envelopes for Business Reply Mail purposes.</p> <p>Approved by Vice President Sales and Vice President Product Innovation for the customer to cover the cost.</p>			
Date Order Received by Eagan (MM/DD/YYYY)	Date Invoice Mailed to Customer (MM/DD/YYYY)	Invoice Number	Invoice Amount
<p>Send completed PS Form 3650 to Expedited Packaging Supplies at email address: <a href="mailto:expeditedpackaging@usps.gov">expeditedpackaging@usps.gov</a>.</p> <p>PS Form 3650, March 2020 (Page 1 of 2)</p>			



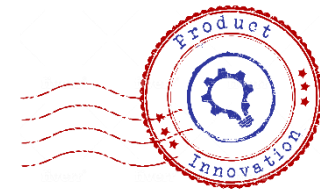
# New Criteria for Expedited Packaging Supplies

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# New Criteria for EPS



#	Initiative	Effective
1	<ul style="list-style-type: none"> <li>• Specialized Packaging Supplies is currently <b>\$50k</b> new annualized Expedited Revenue – <b>Change to \$75k</b></li> <li>• Customized Packaging Supplies criteria is currently <b>\$250k</b> new annualized Expedited Revenue – <b>Change to \$350k</b> <ul style="list-style-type: none"> <li>- Grandfathered in current customers and will provide two years for compliance</li> </ul> </li> </ul>	April 2020
2	<ul style="list-style-type: none"> <li>• Established a Change Control Board for Expedited Packaging Supplies that are requested and exceed 12” (H) x 12” (W) x 15” (L)</li> <li>• CCB Representatives:               <ul style="list-style-type: none"> <li>- Engineering</li> <li>- Pricing &amp; Classification Service Center</li> <li>- Processing Operations</li> <li>- Product Classification (Non-Voting)</li> <li>- Sales</li> <li>- Shipping Products and Services</li> </ul> </li> </ul>	April 2020



# Expedited Packaging Supplies (EPS) Application

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Customized and Specialized Packaging Supplies

# EPS Overview

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The EPS program provides packaging supplies to customers at no cost, and is comprised of three packaging lines:

- **Standard Packaging**

- ✓ Offers 40 envelopes or boxes at no charge, when used as intended
- ✓ Priority Mail Express, Priority Mail, Global Express Guaranteed, Priority Mail Express International and Priority Mail International
- ✓ Ordered online through USPS.com or by Phone
- ✓ Delivered to the customer's home or business

- **Specialized Packaging**

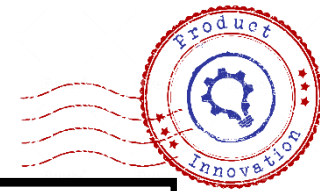
- ✓ Order Form, PS 4004-SP offers 16 boxes and five envelopes to qualified customers, made when order is placed
- ✓ **Customers requirement, a minimum of \$75,000 in NEW annualized revenue**
- ✓ Order Request Form 4004-SP, Specialized Packaging Order Form

- **Customized Packaging**

- ✓ Designed for qualifying customer, when Standard or Specialized does not meet needs
- ✓ Include co-branding the packaging with the customer's logo
- ✓ **Customers requirement, a minimum of \$350,000 in NEW annualized Expedited revenue**
- ✓ Minimum pallet requirements requirement depending on the type of packaging
- ✓ Order Request Form, 4004-C, Customized Packaging Business Case



# EPS Ordering Forms



**UNITED STATES POSTAL SERVICE®**

## Specialized Packaging Order Form

The operations integration specialist (OIS), Business Service Network (BSN) representative, or the field account representative (FAR) is responsible for submitting this form and revenue report to [expeditedpackaging@usps.gov](mailto:expeditedpackaging@usps.gov). In subject line of e-mail put: Specialized - Company Name

The customer MUST have the capacity to show ALL packaging being requested. Specialized boxes and envelopes have different weights. Each vendor has its own minimum pallet requirements that must be met.

**Priority Mail® Boxes**  
Must order a minimum total of 6 pallets of specialized boxes.

# of Pallets	Box #	Inside Dimensions	Outside Dimensions	Cube Yr	Pallet Quantity
1	11-310 x 8-076 x 2	11-716 x 8-176 x 2-10	8.2	1,400	
2	5 x 7-10 x 1-10	5-118 x 7-34 x 2	8.1	2,900	
3	12 x 8 x 3-10	12-14 x 9-14 x 8	8.2	800	
5	12 x 10 x 4	12-14 x 10-14 x 4-10	8.4	700	
6	10 x 10 x 6	10-14 x 10-14 x 6-10	N/A	700	
8	14 x 14 x 6	14-18 x 14-14 x 6-10	N/A	525	
18	8-3/8 x 11-3/4 x 1-1/2	8 x 12 x 2	8.2	1,400	
11	10 x 8 x 6	10-14 x 8-14 x 6-10	8.4	1,200	
12	6 x 5 x 5	6-14 x 5-14 x 5-10	8.1	2,240	
13	9 x 7 x 4	9-14 x 7-14 x 4-10	8.2	1,750	
14	11 x 8 x 4	11-14 x 8-14 x 4-10	8.3	1,400	
15	12 x 9 x 7	12-14 x 9-14 x 7-10	8.5	1,850	
18	18 x 11 x 6	18-14 x 11-14 x 6-10	8.6	875	
17	19 x 12 x 4	19-14 x 12-14 x 4-10	N/A	525	
18	10 x 8 x 5	10-14 x 8-14 x 5-10	8.3	1,700	
19	43 x 7 x 6 (triangle label)	48-18 x 7-14 x 6-14 (triangle label)	N/A	400	

**Specialized Packaging Type**  
Type is reserved for customers who use their own packaging. Each request is reviewed on an individual basis.

# of Pallets	SKU #	Dimensions	Cube per Carton
Priority Mail Tape 1064	1-23" x 235"	36	
Priority Mail Express Tape 178	1-23" x 325"	36	

**DELIVERY/SHIPPING ADDRESS (show 2-4 events for delivery)**

Company Name: \_\_\_\_\_  
 Address (line 1): \_\_\_\_\_  
 Address (line 2): \_\_\_\_\_  
 Address (line 3): \_\_\_\_\_  
 City, State, ZIP Code: \_\_\_\_\_  
 Contact Phone Number and Ext: \_\_\_\_\_ Ext: \_\_\_\_\_  
 Contact E-mail: \_\_\_\_\_

**IF IS THE RESPONSIBILITY OF THE CUSTOMER TO UNLOAD THE TRUCK UPON ARRIVAL.**

Does customer have loading dock that will accept a 5T tractor trailer? YES  NO

Are there any height or weight restrictions? YES  NO

Does the customer have a bulk lift or power jack to get the pallets off the truck? YES  NO

Specify loading dock restrictions in delivery conditions. If empty, please provide a truck with a single door to provide a pallet jack.

**USPS®/BUSINESS CASE REPRESENTATIVE INFORMATION**

USPS Sales/BSN/FAR Representative Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Ext: \_\_\_\_\_  
 OIS: \_\_\_\_\_  
 OIS Phone Number: \_\_\_\_\_ Ext: \_\_\_\_\_

**FINANCE INFORMATION**

USPS Sales/BSN/FAR Representative Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Ext: \_\_\_\_\_  
 OIS: \_\_\_\_\_  
 OIS Phone Number: \_\_\_\_\_ Ext: \_\_\_\_\_

**THE POSTAL SERVICE® RESERVES THE RIGHT TO DISCONTINUE PROVIDING SPECIALIZED PACKAGING IF THE MINIMUM ANNUAL EXPEDITED REVENUE CRITERIA OF \$50,000 HAVE NOT BEEN MET.**

PS Form 4004-SP, June 2012

PS Form 4004-SP

**UNITED STATES POSTAL SERVICE®**

## Customized Packaging Business Case

**DO NOT SUBMIT** until sale is finalized and there is a commitment from the customer to use Customized packaging supplies. To qualify, the packaging being requested within this business case must generate at least \$250,000 in new expedited revenue over a 12-month period. Expedited revenue includes revenue from the following services: Priority Mail®, Priority Mail Express®, Priority Mail International®, and Priority Mail Express International®.

Provide an expedited revenue/volume report for the past 12 months. The operations integration specialist (OIS), Business Service Network (BSN) representative, or the field account representative (FAR) is responsible for submitting this form and revenue report to: [expeditedpackaging@usps.gov](mailto:expeditedpackaging@usps.gov). In email subject line put: Customized - Company Name.

**BUSINESS CASE**

Date (MM/DD/YYYY): \_\_\_\_\_ Company Address (Street, City, State, ZIP Code): \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Contact Name: \_\_\_\_\_ Company Contact Title: \_\_\_\_\_

Company Contact Telephone Number: \_\_\_\_\_ Company Contact E-mail: \_\_\_\_\_

USPS® Sales/BSN/FAR Representative: \_\_\_\_\_ USPS Sales/BSN/FAR Title: \_\_\_\_\_

USPS Sales/BSN/FAR Telephone Number: \_\_\_\_\_ USPS Sales/BSN/FAR E-mail: \_\_\_\_\_

USPS OIS Representative: \_\_\_\_\_ USPS OIS Title: \_\_\_\_\_

USPS OIS Telephone Number: \_\_\_\_\_ USPS OIS E-mail: \_\_\_\_\_

**BACKGROUND INFORMATION**

Describe business. How long has the company been in business? What is its expected growth? Is the company shipping new products?  
 \_\_\_\_\_  
 \_\_\_\_\_

Describe this opportunity. What does the company ship?  
 \_\_\_\_\_  
 \_\_\_\_\_

**WHERE IS THE REVENUE LINKED TO THE CUSTOMER IN PANORAMA?**

Panorama 18-Digit ID: \_\_\_\_\_ Universal Business Key (UBK): \_\_\_\_\_

Mailer ID (MID): \_\_\_\_\_ Customer Registration ID (CRID): \_\_\_\_\_

**HOW WILL POSTAGE BE PAID? (Complete the section that applies to how the company pays for postage.)**

**PERMIT IMPRINT**  
(Post Office™ where mail will be inducted)

eVS®/MANIFEST  
Customer Name: \_\_\_\_\_  
 Mailer ID: \_\_\_\_\_

Finance Number: \_\_\_\_\_

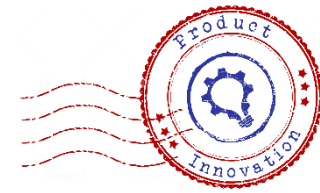
PS Form 4004-C

# Expedited Packaging Supplies Application

## Goals and Objectives



- Improve the ordering process by providing Sales and the Packaging Supplies with an efficient ordering tool for Customized and Specialized packaging.
- Backend data collection and reporting system to better monitor packaging supplies provided to customers and their associated revenues.
- Enhance tracking visibility for orders, review and approval order process
- Application will include all required information to support the following functions:
  - ✓ Application and business case processes
  - ✓ Customer profile creation and maintenance
  - ✓ Customer product profile including all SKU's
  - ✓ SKU properties (sizes, barcodes, constructs, graphics etc.)
  - ✓ Unique UPC Barcode creation and listing
  - ✓ Available product list (Specialized)
  - ✓ Order/Re-Order functionality
  - ✓ Order Entry and approval hierarchy
  - ✓ Order email functionality to supplier, stakeholders
  - ✓ Order fulfillment record
  - ✓ Volume changes
  - ✓ Order history and reporting
  - ✓ Link (both ways) to customer revenue information (Sales Databases)
  - ✓ Reporting functionality
  - ✓ Invoice records (links to eInvoicing)



# COVID-19

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# Questions

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